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April 1997

Evaluation of MWR Services and Family Programs:

**Results from the 1992 DoD Surveys
of Officers and Enlisted Personnel and
Military Spouses**



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EVALUATION OF MWR SERVICES AND FAMILY PROGRAMS:

RESULTS FROM THE 1992 DOD SURVEYS OF OFFICERS AND ENLISTED PERSONNEL AND MILITARY SPOUSES

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EVALUATION OF MWR SERVICES AND FAMILY PROGRAMS

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1. EXECUTIVE SUMMARY

Background and Purpose of this Report

The military Services have provided *Morale, Welfare and Recreation (MWR)* services to military members and their families for many years. These services are opportunities for recreation, physical fitness, self-development, and entertainment. Their purpose is to contribute to the quality of life, readiness, and mission accomplishment of military members. In recent years *family programs* have been developed to meet the changing needs of military members and their families. These programs are designed to help members and their families cope with the demands of the military lifestyle. These programs also provide crisis services for members and their families.

The Department of Defense has an expressed commitment to the quality of life of its military members. This commitment is met, in part, by the MWR services and family programs. The *1992 Department of Defense Surveys of Officers, Enlisted Personnel and Military Spouses* (hereafter referred to as the *1992 DoD Active Component Surveys*) provide information about the use, importance of, and satisfaction with these services and programs. Identical survey items asked military members and spouses about their use and appraisal of 23 MWR services and 24 family programs. This report describes that information.

Background of the 1992 DoD Surveys of Officers and Enlisted Personnel and Their Spouses

The *1992 DoD Active Component Surveys* continue a line of research that was initiated in 1969. Several small-scale surveys and two large-scale survey administrations preceded the 1992 surveys. The *1992 DoD Active Component Surveys* are the largest ongoing program of surveys to obtain information on the characteristics, attitudes, and opinions of military members and their spouses.

The questionnaires focus on attitudes, experiences, and demographic characteristics of members and spouses. The *1992 DoD Active Component Surveys* and their predecessors provide timely information about topics such as: the impact of military policies on the family; individuals and their career intentions; factors affecting readiness and differences in attitudes; and experiences and intent among different subpopulations. The *1992 DoD Active Component Surveys* collected information on the additional topics of: experiences during Operations Desert Shield/Desert Storm; the effects of downsizing and issues related to compensation; dual-military families; military single parents; and family well-being.

Separate survey instruments were administered to a stratified random sample of officers, enlisted personnel and spouses of military members. A total of 96,827 military members was selected for the sample and sent survey questionnaires. Spouse survey questionnaires were sent

to a total of 64,652 spouses. A total of 59,930 military members responded to the questionnaire-- 27,684 officers and 32,246 enlisted members. In addition, 24,165 military spouses returned the spouse questionnaire. Among the respondents were 18,422 couples in which both the military member and the spouse returned a questionnaire. The data were weighted to represent the total military population as of 1992.

Research Methods

The model used to organize the research questions linked three variable groupings. "Background and Environmental Variables" included factors that may influence use and perceptions of MWR services and family programs. For example, the characteristics of MWR services and family programs users and non-users were investigated to identify potential customers. The possible influence of positive and negative environmental variables on use of MWR services or family programs was part of this consideration. The second variable grouping, "Program Variables," included the use, satisfaction and importance ratings of the 47 MWR services and the family programs listed in the surveys. The third variable grouping, "Outcome Variables," included military members' and spouses' ratings of attitudes toward different aspects of the military and overall satisfaction with the military way of life.

Basic statistical analysis methods of frequencies and cross-tabulations provided an overview and appraisal of information about the use of MWR services and family programs. Regression models were also used to examine the influence of MWR service and family programs use on the outcome variables.

Research Results

Use of MWR Services and Family Programs. Members and spouses use the following ten MWR services most frequently: the main exchange, commissary, 7-day stores, fitness centers, libraries, laundry/dry cleaning, bowling, housing office, tours and ticket services, and clubs.

Fewer military members and spouses use family support and crisis programs compared to MWR services. The most frequently used programs are the housing office, legal assistance services, family support centers, and chaplain/religious services.

MWR services are grouped into four related service categories: recreation, hobby-related services, rental services, and shopping and maintenance services. Military members and spouses commonly use more than one of the MWR services within a category. Family programs are grouped into two categories: crisis intervention services and programs and move-related services. Very few members or their spouses use more than one program in the crisis category.

Married military members and their spouses report similar patterns of MWR services and family programs use, with some notable exceptions. For example, married members are more likely than spouses to use fitness centers, legal assistance services, and housing office services. Spouses are more likely to use animal care clinics, child care services and youth activities services. Single members use some MWR services, such as arts and crafts and temporary lodging, less than married members. Married members use the majority of family programs more than single members.

Military members and spouses who report high stress or difficulty with particular problems--for example, with finding new housing during a permanent change of station or with finding spouse employment--are more likely to use programs related to their problem. However, a substantial proportion of those reporting high problem levels states that they do not use programs designed to provide assistance.

Importance of and Satisfaction with MWR Services and Family Programs. Considering both levels of use and importance of the MWR services, military members and spouses value these services: the commissary, the main exchange, 7-day stores, fitness centers, libraries, laundry services, temporary lodging facilities, tours and ticket services and youth activities. Auto repair centers, recreation gear issue, and rentals/equipment services are also highly regarded. Spouses are more likely than married members to rate many MWR services as important. In comparison, single and married members are more similar on importance ratings.

Using the criteria of satisfaction and use, members and spouses value these family programs highly: family support centers, legal assistance services, chaplain/religious services, and youth/adolescent programs. Several family programs may need more attention due to relatively high levels of dissatisfaction combined with moderate-to-high use. These programs are the housing office, spouse employment services and child care programs. Married members and spouses give similar ratings of satisfaction to family programs.

Members and spouses with problems related to programs, such as move-related problems or financial problems, are more likely to rate the programs that address those problems as important. However, members and spouses with specific problems are often less satisfied with the programs than persons who do not have a related problem.

Profile of Military Members and Spouses and Program Users. On average, military personnel are young, relatively well-educated, and married. They are also in the E1-E4 and E5-E6 pay grades and have custody of minor children.

As a group, military spouses are slightly older than the population of military members (who include married and single members). The majority have custody of minor children. More than half of military spouses are employed.

Both members and spouses experience a variety of stresses related to their family situation or the military way of life. Family separation is a commonly reported stress. A large proportion of members is also concerned with the effect of military downsizing on their jobs. Among spouses, stress associated with finding a job is common.

Junior enlisted members and their spouses are more likely to experience stress from various factors and to have access to fewer social supports. However, despite the stress, they are less likely to use MWR services and family programs than members and spouses in other pay grades.

Among the military Services, there are some differences in MWR services and family program use. Air Force members tend to use some MWR services and family programs more than members of other Services, relative to their proportion in the entire military population. Marine Corps and Navy members are less likely to use some MWR services and family programs. The usage pattern of Army members is mixed.

Evaluation of Services and Programs: Are They Contributing to Military Goals? There is a small association between the use of MWR services and positive attitudes about the military. Use of and satisfaction with MWR services and family programs appear to be more important predictors of member satisfaction with the military than of spouse satisfaction with the military.

MWR service use that showed a positive association with member satisfaction include fitness centers, recreation gear issue and clubs. For spouses, no single MWR service stands out as highly associated with satisfaction, although multiple use of recreation services and shopping services are positively associated with spouse satisfaction. As the number of MWR services used increased, both members and spouses reported greater satisfaction with the military as an environment for families and greater overall satisfaction with the military. Members also reported a higher level of satisfaction with their working/environmental conditions and with their current job as the number of MWR services used increased.

Member use of several family programs is associated with greater satisfaction with different aspects of military life. These programs included chaplain/religious services, youth/adolescent programs, child care services, and financial counseling services. Among spouses, use of and satisfaction with family support centers are positively associated with several military outcomes. Use of and satisfaction with youth/adolescent programs are also positively associated with satisfaction with the military as an environment for families and with spouse support of the member's military service. In general, use of and satisfaction with family programs are more important as predictors of satisfaction with the military as an environment for families than for the other military outcomes.

Summary and Conclusions

These analyses are intended to achieve two goals. The first objective is to provide a broad overview of the program evaluation data. This overview describes in detail which programs are used most frequently, which are used less frequently, the level of importance respondents give the various MWR services, and the level of satisfaction with family programs. The analyses also examine whether program use and ratings of importance and satisfaction vary by such characteristics as Service, pay grade, custody of minor children, and spouse employment status. Results of these analyses reveal the following broad points:

- The largest proportion of respondents tends to use those MWR services and family programs that provide more general services rather than specialized services. This finding reflects the fact that the pool of potentially interested users is larger for general services. Thus, shopping services, the housing office, legal assistance services, and libraries are used more often than more specialized services such as marinas, stables, or crisis referral centers.
- Importance ratings of MWR services are associated with use. Respondents who use a service are more likely to rate it as important or very important. (Note: Respondents who have not used a service are more likely to disregard the question about the service's importance.)
- In general, family programs users are satisfied with the programs. There are, however, some notable exceptions. A substantial proportion of users is dissatisfied or very dissatisfied with the housing office, spouse employment, and child care programs.
- There are some differences in MWR services and family programs use by Service, pay grade, marital status, custody of minor children, and spouse employment status. In general, however, both use of any given program or service and the ratings of importance or satisfaction attached to it are similar across categories of each classifying variable.

The second goal is to assess whether the services and programs, as a whole, and specific services and programs, in particular, are meeting their stated objectives of improving military members' and families' well-being. Somewhat different criteria are used to assess the MWR services and family programs. MWR services are said to fulfill their stated objectives if a large proportion of members or spouses uses the services and rates them as important or very important; if non-users, as well as users, rate services as important or very important; and if use and importance ratings of MWR services are associated with a more positive attitude about different aspects of the military.

Family programs are said to meet their stated objectives if a large proportion of members or spouses uses the programs and are satisfied or very satisfied with them; if persons with specific problems use relevant programs; and if use or satisfaction with the program is associated with a more positive attitude about the military.

Considering these perspectives, the analyses results yield the following broad conclusions:

- Several services and programs are fulfilling their intended functions well. As the number of recreation and shopping services increases, so do member and spouse satisfaction with many aspects of military life. Other services that members and spouses value that appear to be serving their intended functions well are fitness centers, 7-day stores, laundry services, clubs, and youth activities. Family programs that appear to be performing well include family support centers, chaplain/religious services, and youth/adolescent programs.
- Some family programs do not fare as well using these criteria. A large proportion of respondents uses and may express dissatisfaction with housing office services, spouse employment programs, and child care programs. For both members and spouses, use of and satisfaction with these programs are significant predictors of satisfaction with different aspects of military life.

2. BACKGROUND AND PURPOSE OF THE REPORT

For many years the military has provided members a variety of services and programs generally referred to as Morale, Welfare, and Recreation (MWR) services. While each Service may administer and structure its MWR services differently, the common purpose is to provide Service members and their families with opportunities for recreation, physical fitness, self-development and entertainment, and contribute to the readiness and mission accomplishment of the Armed Forces. These programs are also intended to contribute to the quality of military life and to improve the morale of military personnel and their families. The underlying assumption of the MWR services is that they help improve the attitude of military members toward the military way of life and ultimately improve individual members' productivity.

Since World War II, the proportion of married members in the Services has increased significantly. In 1952, the majority (64%) of Service members were unmarried. In 1992, the majority (62%) were married, and often had dependent children. As this change occurred, programs designed to serve military families were developed.

The military developed family programs because it recognized the importance of the family to military goals, and that military life places unique stresses on families. The first family programs were grass-roots efforts. Many of those original efforts are now institutionalized. Spouses of military personnel were among the first to provide family support. When grass-roots efforts began some decades ago, fewer women were in the civilian workforce, and military spouses wanted to make their military communities as pleasant as possible a place to live (Glacel, Brogan, Chapman, Daniels, Edens, Fredrickson, Henriksen, Laidlaw & McLeod, 1989).

The Army was the first Service branch to initiate such programs. It started the Army Community Service Centers in 1965 (Brown, 1993). These centers were initially staffed primarily by volunteers. Later, they were staffed by paid professionals. In the late 1970s, the other Service branches recognized the importance of family issues and began to hold conferences to address family issues. The other branches soon established Family Support Centers of their own--the Navy and Marine Corps in 1980 and the Air Force in 1981 (Brown, 1993).

Family programs have evolved to meet the changing needs of military families and in response to the changing composition of the military forces. For example, downsizing has created the need for transition assistance services. In addition, the all-volunteer force, which includes more married military members and greater numbers of women, has resulted in an increased need for child care services. Spouse employment services have become more important as greater numbers of families are composed of two working spouses. Further demographic changes have placed additional demands on the military Services to support programs for members and their families. For example, between 1985 and 1992, the percentage of military members who were single parents or who had responsibility, either legal or moral, for

the care of an elderly relative increased.¹ These changes have contributed, in part, to the development of expanded family policy and programs within the Services and at the Department of Defense level.

The Department of Defense has an expressed commitment to the quality of life (QOL) of its members.² It has met that commitment, in part, by providing a comprehensive family support system that includes Service-specific programs that address specific requirements. Moreover, military personnel and their families have come to expect that these services and programs will be offered as part of their benefit/compensation package. In 1994, the military recognized that the QOL of military members was eroding due to budget cuts and increased operational demands. Improving QOL was made a top priority, and additional funding was provided for housing, child care, family advocacy, MWR, and compensation. Indeed, QOL received an unprecedented level of attention in the 1994 initiative. Secretary of Defense William Perry stated, "People are our most important resource. No weapon system is better than the people who operate and maintain it. It is crucial that we put our people first in our priorities."³

The *1992 DoD Active Component Surveys* provide information about military members' and their spouses' usage of MWR services and family programs. The surveys also provide insight into the relative importance attached to MWR services that have been traditionally provided, and into the level of satisfaction experienced by users of family programs. Family programs strongly influence the well-being and functioning of military families. The members' and spouses' ratings of satisfaction with these programs provide useful information to DoD or Service policy makers. This report provides a description of members and their spouses' usage and involvement with MWR services and family programs.

¹For example, in 1992, 5.5 percent of military members were single parents, compared to 3.4 percent in 1985.

²"Family Policy." December 30, 1988. Department of Defense Directive Number 1342.17.

³"DoD Family Policy. Current Issues and Strategies." Cited in presentation at U.S. Marine Corps Family Service Center Management Conference, May 15, 1995.

3. BACKGROUND OF THE 1992 SURVEYS

The 1992 surveys continue research that was initiated in 1969 with a series of small-scale surveys administered at approximately two-year intervals. In 1978, the surveys were expanded to provide information on the total population directly involved with active-duty military life across all Service branches. The expanded scope of the surveys was continued in 1985 and then in 1992 with the latest of this series: the *1992 DoD Active Component Surveys*. The *1992 DoD Active Component Surveys* are the largest on-going program of surveys to obtain information on the characteristics, attitudes, and opinions, of military members and their spouses. They are especially valuable in that they were administered to personnel in all of the military Services, thus producing statistically projectable estimates for the military as a whole and for each Service.

Each of the 1992 survey instruments is constructed around a core set of questions comparable to those used in previous surveys of Department of Defense personnel, particularly the *1985 DoD Active Component Surveys*. The questionnaires focus on attitudes, experiences, and demographic characteristics of members and spouses. The *1992 DoD Active Component Surveys*, like their predecessors, are designed to provide timely policy-sensitive information about the military life cycle. They can also be used to examine the impact of military policies on the family, the individual, and the individual's career intent; factors affecting readiness; and differences in attitudes, experiences, and intent among different subpopulations. The *1992 DoD Active Component Surveys* add questions concerning experiences during Operations Desert Shield/Desert Storm; the effects of downsizing; and issues related to compensation, dual-military families, military single parents, and family well-being.

Separate survey instruments were developed for officers and enlisted personnel. While the two instruments are nearly identical, there are some differences in terminology and in items specific to officers or enlisted personnel, particularly concerning retention intent. There are nine sections to the Officer Survey and the Enlisted Survey (see Appendix C): Military Information (i.e., basic data); Present and Past Locations; Career Intent (Reenlistment/Career Intent in the Enlisted Survey); Individual and Family Characteristics; Dependents; Military Compensation, Benefits, and Programs; Civilian Labor Force Experience; Family Resources; and Military Life.

The survey instrument for the *1992 DoD Survey of Military Spouses* covered many of the same content areas as did those developed for officer and enlisted personnel, but the organization and focus of the questions were different. There are eight sections to the *1992 DoD Survey of Military Spouses* questionnaire: The Military Way of Life; Family Military Experience; Operations Desert Shield/Desert Storm; Family Programs and Services; Demographic Background of the Spouse; Dependents; Spouse Work Experience; and Attitudes towards the Military Way of Life. Since many of the same areas were covered in both the member and spouse surveys, there was a subset of questions that, although not identical in many cases, was asked of both the member and the spouse. This allowed more sophisticated comparisons of the responses from both individuals in the military family couple. Finally, although many questions in the 1992 surveys were new, there remained a subset of questions that was also asked of

members in the 1985 survey, thereby providing data for a longitudinal comparison of members responses across time.

From these surveys, several datasets were developed for the original analyses: a Member dataset (including both officer and enlisted personnel items), a Spouse dataset, a Couples dataset, and a Longitudinal dataset. The datasets are briefly described below.

Member Dataset. The 1992 officer and enlisted personnel surveys contained similar but not identical items, with slight differences in format or content for some survey items. This dataset contained 59,930 members (27,684 officer and 32,246 enlisted).

Spouse Dataset. The 1992 surveys of spouses of military personnel contained some overlapping items from the member surveys and included information specific to the perspective of spouses of military personnel. This dataset consisted of 24,169 completed spouse surveys.

Couples Dataset. The inclusion of both military members and their spouses in the survey sample allowed member and spouse responses to be linked to show member-spouse similarities and discrepancies on common items. This dataset also allowed member and spouse data to be combined so the couple could be the analysis unit. After "cleaning" the dataset to ensure that each couple represented a married member and spouse, it contained a total of 18,422 couples.

Longitudinal Dataset. In addition, the *1992 DoD Active Component Surveys* were designed to collect information from an overlapping subset of the sample who were also respondents in the 1985 survey, yielding a "longitudinal" dataset. Since the 1992 surveys contain questions comparable to earlier surveys, and since the sample population includes a longitudinal component of respondents who participated in the 1985 member survey, results can be used to study changes in needs, attitudes, and demographics over time. With inclusion of a longitudinal component, the 1992 effort allows for examination of change over time, as well as a "snapshot" of the current situation. A total of 12,000 members were in both the 1985 and 1992 survey samples. Of these, 5,924 provided data at both periods to comprise the longitudinal dataset.

The present task involved the secondary analysis of data from three areas: MWR Services and Family Programs, Couples, and Longitudinal Analyses. This first report--findings about member and spouse use and satisfaction with MWR services and family programs--used separate member and spouse datasets. The second report--findings about military couples--conducted analyses using the couples dataset. The third report presents results of a longitudinal analysis of member responses from the 1985 and 1992 subsamples of overlapping cases.⁴

The sampling plan, questionnaire design, survey administration, and response rates have been described in the *Weighting Report for the 1992 DoD Reserve Components Survey of Officers and Enlisted Personnel and Their Spouses*. In this report Appendix C, Background to the 1992 Surveys: Survey Design and Administration, provides a brief summary of these topics.

⁴ This report is the first document. The second and third reports are to be published at a later date in 1996.

4. RESEARCH METHODS

4.1 General Analytic Approach

The research questions were organized using the following model. Relevant variables were drawn from the survey questionnaire.

Table 4.1 *Model used to organize research questions*

Background and Environmental Variables	Program Variables	Outcome Variables
Background Variables: Service Pay grade Sex Race/ethnicity Education Marital status Minor custody status Employment status (spouse) Environmental Variables: PCS move problems Location characteristics Perceived stress Force reduction concerns Uncertainty about future in military Employment difficulties encountered by spouse Child care difficulties experienced Perceived attitude of local residents toward military members	Program Variables: Use of 23 MWR services/programs Use of 24 family support programs/services Ratings of importance of MWR services/programs Satisfaction among users of 24 family support programs/services	Outcome Variables: Attitudes toward military life Overall satisfaction with military life

The model contains three major sets of variables. The background and environmental variables include those factors that may influence use and perceptions of programs or services. Possible influences of environmental variables on use of programs or services are considered. Program variables include the use, satisfaction, and importance ratings of the 47 services and programs listed in the survey. The majority of the research questions are based on these program variables. Outcome variables include ratings of attitudes towards different aspects of the military and overall satisfaction with the military. These outcome variables are used to examine to what extent MWR service objectives of maintaining a good quality of life, high morale, and satisfaction with military life are being achieved.

4.2 Statistical Methods

To provide an overview of the program evaluation data contained in the *1992 DoD Active Component Surveys*, the statistical analysis initially relied on basic descriptive methods such as frequencies and cross-tabulations. This report uses graphics extensively to display the data for the 47 different programs. (The appendices contain detailed tables from which the figures were drawn.) Regression models were then used to examine the influence of program use on satisfaction with the military while controlling for potentially confounding factors, such as levels of perceived stress.

All results presented in this report were calculated using weighted data. Standard statistical software, such as SAS and SPSS, calculate standard errors using the assumption that data have been gathered using simple random samples. This assumption does not hold for the *1992 DoD Active Component Surveys*. Therefore, an alternative method was used to compute standard errors. WESVAR⁵ was used to calculate standard errors for determining statistical significance of differences in proportions. Differences in proportions discussed in this report can be considered statistically significant at the 0.05 percent level. WESREG was used to produce regression results, which adjusts the significance tests for the design effect resulting from the complex survey design.

4.3 Research Questions

This section of the report includes a list of questions addressed in the various research results sections. For convenience, questions are repeated within Chapter 5 subsections.

4.3.1 Use of Services and Programs

- *To what extent do military members and their spouses use MWR services and family programs?*
- *Which MWR services and family programs do a large proportion of military members and their families use?*
- *Which MWR services and family programs do only a small proportion of respondents use?*
- *To what extent do military members and military spouses use several related MWR services or family programs?*
- *Which groups of services and programs tend to be used together?*

⁵ Westat has developed a suite of four software packages for use in supporting the analysis of complex survey data: WESVAR, WESREG, and WESLOG for the mainframe and WESVARPC for the Windows environment. See Westat, Inc. (January 1995) *WesVarPC*, v. Beta 2. Westat, Inc.: Rockville, MD and Westat, Inc. (February 1993) *WESDECK*, *WESLOG*, *WESREG*, *WESSAMP*, *WESVAR*, *WESWGT*. Westat, Inc.: Rockville, MD.

- *Are the usage patterns of military members and military spouses similar?*
- *Do persons who experience specific difficulties use relevant programs or services?*

4.3.2 Respondents' Ratings of the 47 Services and Programs

- *Which services and programs do respondents rate as important?*
- *Which services and programs do respondents rate as unimportant?*
- *Are perceived importance ratings related to program or service usage?*
- *Which services do both users and non-users rate as important?*
- *Do members and spouses give similar ratings of importance to the 23 MWR services?*
- *Which family programs receive high ratings of satisfaction?*
- *Which family programs receive low ratings of satisfaction?*
- *Do members and spouses give similar ratings of satisfaction to the 24 family programs?*
- *Do persons who experience specific difficulties express higher or lower ratings of importance or satisfaction with relevant programs?*

4.3.3 Program Evaluation Data in Context

- *What are the demographic characteristics of military members and military spouses?*
- *Do the Services differ in the demographic composition of military members and spouses?*
- *What are some of the stresses military members and their spouses face and what supports do they have?*
- *Do the Services differ in the stresses members and their spouses face or in the supports available to them?*
- *Do the stresses members and their spouses face or the supports available differ according to pay grade?*

- *Does program use vary by Service?*
- *Do ratings of importance and satisfaction vary by Service?*
- *Does program use vary by selected characteristics of members or spouses?*
- *Do ratings of importance and satisfaction vary by selected characteristics of members or spouses?*
- *Are the users of the programs and services representative of the population of military personnel or of military spouses?*

4.3.4 Evaluation of Services and Programs: Are They Fulfilling Military Function?

- *Do the programs and services, as a whole, influence members' and spouses' satisfaction with the military?*
- *Is use of the MWR services and family programs associated with higher satisfaction with the military?*
- *What is the magnitude of programs' and services' influence on satisfaction with the military?*

5. RESEARCH RESULTS

DoD, as well as other branches of the Federal Government, is facing new fiscal constraints. Like many institutions, it must make tradeoffs when determining the best way to allocate scarce resources. Military bases across the country have already cut some recreation programs to save money (Walker, 1995). When determining which programs to cut, officials examine how often programs are used and whether the programs are losing money. Programs that are used infrequently, however, may be serving important functions, and military personnel and their families may consider them valuable. Data from the *1992 DoD Active Components Survey* can provide additional information to evaluate the usefulness of these programs to the military.

The survey asked about 47 services and family programs that are offered to military members and their families. Twenty-three of the services and programs commonly come under the categorical title of Morale, Welfare, and Recreation (MWR) services. The other 24 family programs are often offered through the family support centers of the different Services. In this report the former are referred to as MWR services and the latter as family programs. Members who do not have spouses or children can also use family programs.

The survey asked whether respondents had ever used any of these 47 services and programs at their present permanent duty location. In addition, respondents were asked how important the availability of each of the 23 MWR services was to them, regardless of whether the services had ever been used. Respondents who had used any of the 24 family programs were asked how satisfied they were with each one they had used. The data obtained by these questions are collectively referred to as *program evaluation data*.

It is beyond this report's scope to make recommendations about which programs to fund and which to drop. However, it does provide information that DoD can use to evaluate the different programs. Decision makers can use this information to examine program usage and user evaluations across the Services, to improve the programs, or to make funding decisions.

In this report, data on the following topics are presented:

- The extent to which military personnel and military spouses use MWR services and family programs;
- The extent to which respondents value the different services and programs;
- Whether use varies by Service or by selected characteristics of members and spouses;
- Whether the users differ in important respects from the broader member and spouse populations; and

- Whether the respondents' use of the services and programs, and ratings of importance and satisfaction, are associated with more positive attitudes about specific aspects of military life and with the respondents' overall satisfaction with the military.

Examining the program evaluation data for patterns of usage, and ratings of importance and satisfaction, can suggest possible actions military officials could take to cut or reorganize certain services or programs. For example, if MWR services that both users and non-users consider important are targeted for funding cuts, there may be unanticipated effects on military families. Military members may view such services as part of the "benefits package" that they expect in return for their work. Conversely, MWR services that are little used and not considered very important might be prime candidates to cut. Widely used family programs that users are satisfied with should probably continue to receive funding at current levels. On the other hand, widely used programs with significant numbers of dissatisfied users may need more attention. These programs could be improved, or alternative means of ensuring that such services are available to military personnel and their families might be considered. Family programs that are used infrequently or not at all and that receive low satisfaction scores from users might be considered for privatization.

Ideally, the analysis and report would have examined the discrepancies between ratings of importance and ratings of satisfaction. Market researchers refer to the examination of two ratings together as *gap analysis*. Gap analysis can provide even more information on how valuable individual services or programs are and the extent to which they meet users' needs. Gap analysis can yield additional useful information about service or program priorities. Services or programs that get high ratings of importance but low satisfaction scores need to be improved. Services or programs that get low ratings of importance and high satisfaction scores are probably well run, but money might be more usefully spent elsewhere. Gap analysis, however, was not possible with the 1992 DoD Active Components Surveys. As noted earlier, ratings of importance were only obtained for the MWR services, and ratings of satisfaction were only obtained from users of the family programs. Even with this limitation, however, the data provide useful information on whether the services and programs are meeting members' and spouses' needs.

It is also of interest to know whether the program evaluation data vary by Service branch or by the characteristics of members or their spouses. To the extent that the different Services have control over funding decisions, officials from each Service may want to know which programs their own members and their spouses use and value. Other studies have shown that the characteristics of military members differ across the four Services. If program use varies by these same characteristics, each Service may want to design programs tailored to its own personnel and their families.

Knowing whether a diverse group of members and spouses uses the services or programs or only a narrow segment of the population uses them is also valuable. Services or programs that serve only a subset of the potential group of users may deserve closer scrutiny. In their evaluation, military officials may want to explicitly ask whether it is appropriate or cost-effective to support them. Examining service and program usage provides a partial, but not complete,

answer to this question. Even services or programs that are not widely used may be used by what is effectively a random subsample of the potential population of users. However, it is more likely that users of little-used services or programs differ in some respects from the larger member and spouse populations.

Examining the association between the program evaluation data and measures of respondents' attitudes about the military provides yet another way to assess whether services or programs are fulfilling their intended functions. Even services or programs that are very popular, have satisfied users, and serve a broad segment of the population may not be worthwhile to the military if they are not associated with a more positive attitude about the military, reduce the stresses military members experience, or improve members' performance. Determining whether services or programs have these effects is difficult. Because the surveys are cross-sectional, the causal pathways between respondents' usage of and satisfaction with services and programs and their attitudes towards the military are not clear. For example, persons who experience stress may be more likely to use certain services or programs and may be more dissatisfied with the military. In this case, lack of a positive association between service or program use and military satisfaction would be due to differences in the severity of pre-existing problems. Multivariate models are used to determine whether service or program use and ratings of importance and satisfaction are associated with more positive attitudes about the military after controlling for possible confounding factors, such as perceived stress and reported problem areas.

Section 5.1 of this report describes which services or programs military personnel and their spouses use. This section also examines whether certain combinations of services or programs are used more frequently than others. Section 5.2 provides detailed information about the ratings of service and program importance and satisfaction. Section 5.3 provides information on service and program use by Service branch and by selected characteristics of military members and military spouses. Service and program users are contrasted with the military population as a whole, and with the spouse population as a whole, to determine whether users differ in important respects from the broader populations. Section 5.4 presents the results of multivariate analyses in which the links between the program evaluation data and attitudes about the military are examined.

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5.1 Use of Services and Programs

- *To what extent do military members and their spouses use MWR services and family programs?*
- *Which MWR services and family programs do a large proportion of military members and their families use?*
- *Which MWR services and family programs do only a small proportion of respondents use?*

In discussing the results, it is important to remember that members and spouses were asked if they had “ever used each program or service at their present permanent duty location.” Thus, persons who use a program or service only once and those who use it weekly are grouped together and cannot be distinguished from one another. With this caveat, the data indicate that military personnel and spouse use of MWR services and family programs varies. Figures 5.1.1 and 5.1.2 show the proportion of respondents that uses each of the 47 programs or services, ranked from highest to lowest use.⁶

Only 10 (21%) of the 47 services and programs offered are used by more than 50 percent of members and spouses. Approximately half of the 47 services and programs are used by fewer than 20 percent of members and spouses.

Both members and spouses use shopping services most often, especially the main exchange, the commissary, and 7-day stores. More than 90 percent of respondents have used the commissary or the main exchange at least once. More than 80 percent have used the 7-day stores at their present permanent duty location at least once.

Members and spouses also use fitness centers, bowling alleys, clubs, libraries, laundry/dry cleaning services, housing offices, and tours and tickets services a great deal. More than half of all members and all military spouses have used these programs at their present permanent duty location.

A much smaller proportion of military personnel and spouses tends to use more specialized services, such as stables, and family support programs, such as marriage/family counseling or crisis referral programs. Fewer than 10 percent of respondents have used these services at least once. Although these services and programs are not widely utilized, they may be valuable to those who use them. Section 5.2 examines this issue in more detail.

⁶ Figures are used in Chapter 5 to present patterns of survey responses. Refer to Appendix A for tabular presentation of member survey responses and Appendix B for tabular presentation of spouse survey responses.

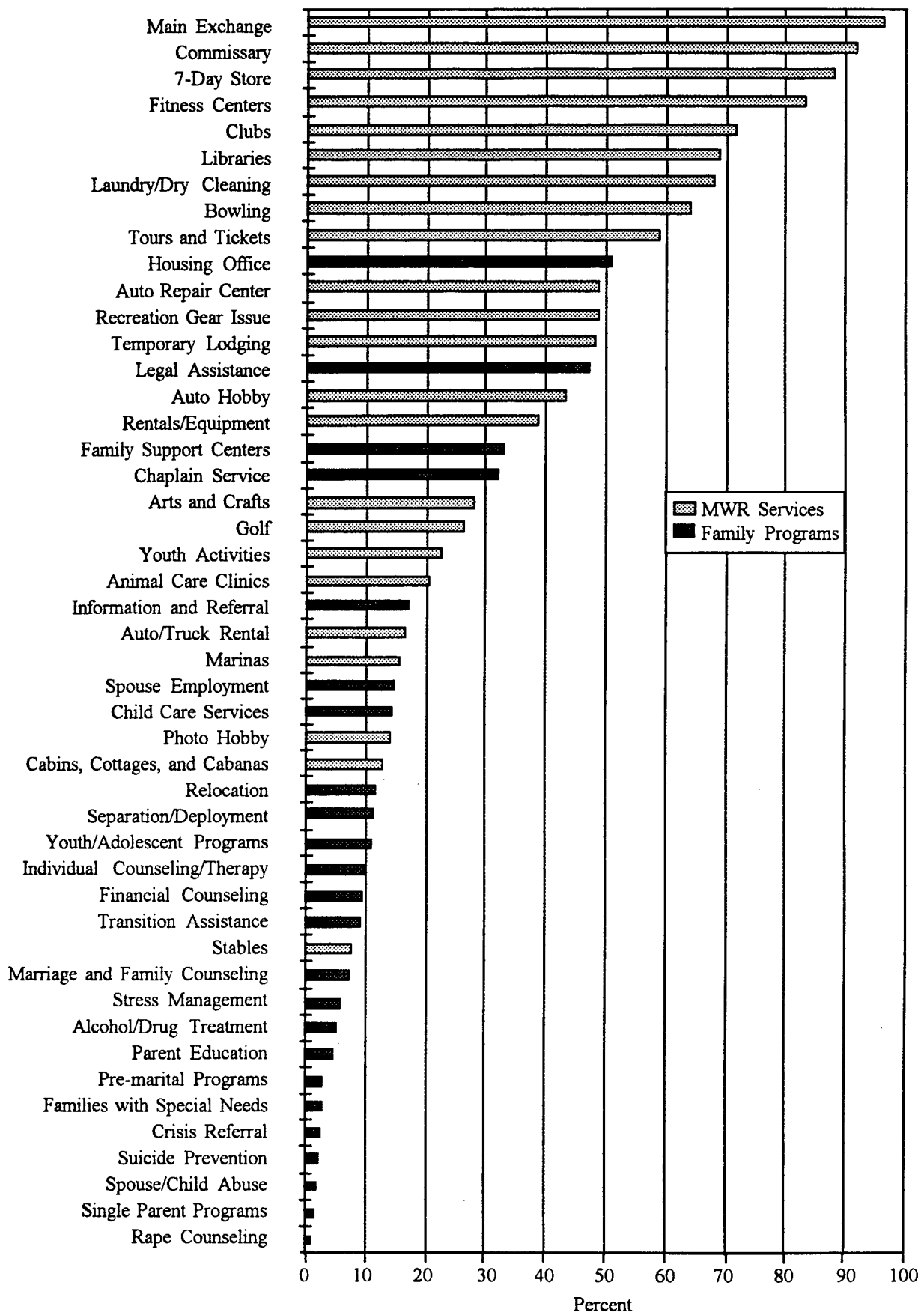


Figure 5.1.1. Member usage of 47 MWR services and family programs

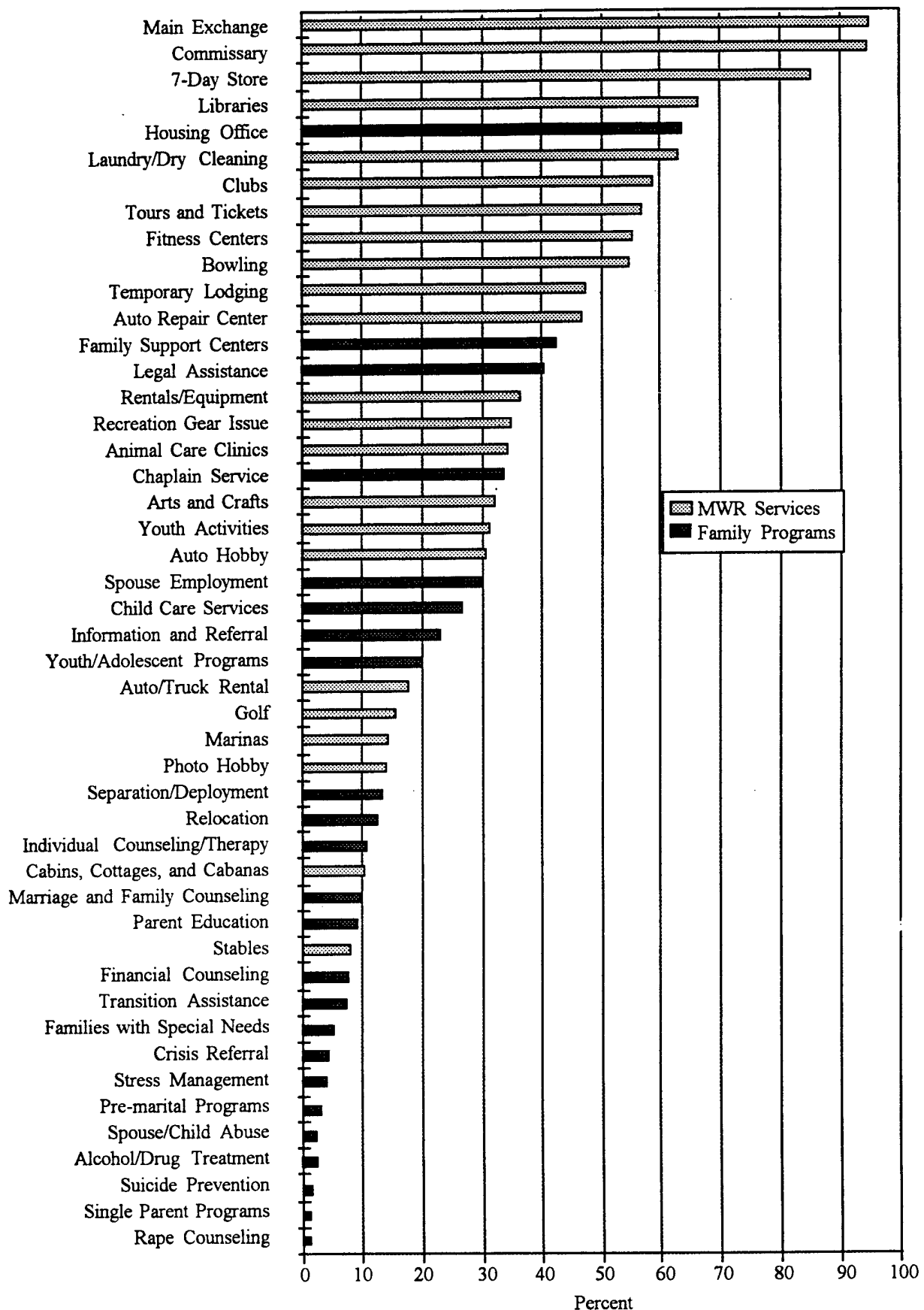


Figure 5.1.2. Spouse usage of 47 MWR services and family programs

The availability of some MWR services, such as marinas and stables, probably affects their reported usage rates. Marinas and stables, for example, are not offered at all duty locations. The surveys do not ask whether the program or service is available at the respondents' present permanent duty locations. Thus, it is not possible to determine the extent to which differences in availability are affecting the usage patterns. Figures 5.1.1 and 5.1.2 also show that, on the whole, MWR services are used more than family programs. This result occurs because MWR services address the sustenance and leisure time needs of a broad range of military members and their families. In contrast, many of the family programs address specific crisis situations or provide resources for specific problems for a select group of individuals in a limited time period.

Some family programs, however, are fairly widely used. As mentioned previously, more than 50 percent of all members and spouses use housing office services. This high usage rate occurs because military life is often highly mobile. A substantial proportion of both members and spouses also uses legal assistance services, chaplain or religious services, and family support centers. More than 40 percent have used the legal assistance services, and more than 30 percent have used family support centers and chaplain/religious services.

- *To what extent do military members and spouses use several related MWR services or family programs?*

Data about the proportion of respondents that uses individual services or programs do not provide information about whether people tend to use more than one service or program or none within a particular category. To examine the extent to which respondents use more than one service or program, several scales were created. Four scales measure the multiple use of MWR services. Two scales measure the multiple use of selected family programs. Each scale was initialized at zero and increased by one each time a respondent reported that he or she used one of the programs or services within a particular category.

The MWR services are the most easily categorized. Most fit into four main categories: recreational services; tours, vacations, and rental services; hobby and related services; and shopping and maintenance services. Because the family programs provide a wider range of services, it is more difficult to combine them into uniform categories. Moreover, it is important to examine usage of several family programs individually, such as family support centers, child care services, and spouse employment services, because they provide critical support to military families. Thus, only two scales were created using items from the family programs: one for moving services or programs and one for crisis intervention programs and services. The specific programs or services used in each scale are listed in Table 5.1.1. Therefore, unlike the MWR services situation, many of the family programs are not included in these two scales and must be examined individually.

Table 5.1.1

Categories used to measure multiple programs and services usage

Recreational Services Bowling Golf Marinas Stables Fitness centers Tours, Vacations, and Rental Services Tours and tickets Recreation gear issue Cabins, cottages, and cabanas Rentals/equipment Auto/truck rental Hobby and Related Services Libraries Arts and crafts center Photo hobby shops Auto hobby shops Animal care clinics	Shopping and Maintenance Services Main exchange Commissary 7-day store Laundry/dry cleaning Auto repair center Moving Services or Programs Temporary lodging facilities Relocation assistance services Housing office services Crisis Intervention Programs Crisis referral services Spouse/child abuse services Alcohol treatment/drug abuse programs Rape counseling services Suicide prevention programs
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As Table 5.1.2 shows, respondents often use more than one service within each major category. Respondents use more than one service most often in the "Shopping and Maintenance Services" category. More than 90 percent of all members and nearly 90 percent of all spouses use three or more services at their present permanent duty location. Only a small percentage of members or spouses use no shopping and maintenance services--1.4 and 1.5 percent, respectively.

Respondents also commonly use more than one service in the "Recreational Services" category. More than two-thirds of military members and nearly half of military spouses use two or more recreation services at their present permanent duty location. More than a quarter of military members use three or more recreation activities. Only one out of six spouses use three or more recreation services. Spouses are more likely than members not to use the recreation services at all. Just less than a quarter of military spouses have not used any of the recreation services, compared to 8 percent of military members.

Table 5.1.2

Percent of members and spouses who use specified number of programs and services

Programs and Services Categories	Members (%)	Spouses (%)
Recreational Services		
None	8.0	23.4
Only one	24.0	28.5
One or more	92.1	76.6
Two or more	68.1	48.1
Three or more	28.2	17.8
Tours, Vacations, and Rental Services		
None	23.6	26.9
Only one	25.5	28.1
One or more	76.4	73.1
Two or more	50.9	45.0
Three or more	31.5	26.0
Hobby and Related Services		
None	18.2	19.4
Only one	29.2	27.1
One or more	81.8	80.6
Two or more	52.6	53.5
Three or more	26.8	29.2
Shopping and Maintenance Services		
None	1.4	1.5
Only one	1.6	1.9
One or more	98.7	98.5
Two or more	97.1	96.6
Three or more	91.4	89.7
Moving Services or Programs		
None	31.8	24.5
Only one	33.2	33.2
One or more	68.2	75.5
Two or more	35.0	42.3
Three or more	7.0	7.3
Crisis Intervention Programs		
None	91.5	93.2
Only one	6.9	4.8
One or more	8.6	6.7
Two or more	1.7	1.9
Three or more	0.9	1.1

Interestingly, despite the high mobility of military life, nearly a third of the members and a quarter of the spouses have not used any of the services in the "Moving Services or Programs" category, including temporary lodging, the housing office, or relocation assistance services at their present permanent duty location. The survey is cross-sectional, however, and captures the experience at a point in time. Military personnel typically move only once about every 3 or 4 years. Thus, many of the respondents who have not yet used the moving services may do so in the future.

Only a small proportion of members or spouses uses services in the "Crisis Intervention Programs" category. Over 90 percent of the respondents have not used any of these services. Fewer than 2 percent of members or spouses have used two or more of the five available crisis programs.

■ *Which groups of services and programs tend to be used together?*

Tables 5.1.3 and 5.1.4 show the extent of usage across the various MWR services and for selected family programs. For MWR services 64.9 percent of members and 56.1 percent of spouses have used at least one service from the four major categories: recreational services; tours, vacations, and rental services; hobby and related services; and shopping and maintenance services (see Table 5.1.3). The large proportion of members and spouses using services from all four distinct categories suggests that both members and spouses like the diversity of MWR services offered. For both members and spouses who do not use at least one service from all four categories, the most common pattern is to use a combination of recreation or hobby services and shopping services--13.2 percent of members and 11.2 percent of spouses do so. Only a small fraction of all respondents have not used any of the services (0.9% of members and 1.0% of spouses), attesting to the popularity of MWR services.

In the "Recreational Services" category, the most frequent pattern among both members and spouses is the combined use of bowling and fitness centers: 31.1 percent for members and 21.6 percent for spouses. The second most frequent pattern for both members and spouses is fitness center use only: 17.9 percent for members and 12.3 percent for spouses.

In the "Tours, Vacations, and Rental Services" category, respondents most frequently use tours and ticket services alone or with other services: 16.3 percent of members and 19.1 percent of spouses use tours and ticket services only. Another 13.0 percent of members and 10.3 percent of spouses use tours and ticket services with recreation gear issue and rentals/equipment services.

Table 5.1.3

Usage patterns of MWR services categories by members and spouses

	Members (%)	Spouses (%)
MWR Services Categories		
All Four Types (Recreation, Hobbies, Rentals, Shops)	64.9	56.1
Recreation, Hobbies, and Shops	13.2	11.2
Recreation, Rentals, and Shops	8.2	5.4
Hobbies, Rentals, and Shops	2.0	7.8
Recreation, Hobbies, and Rentals	0.1	0.1
Recreation and Shops	5.4	3.6
Hobbies and Shops	1.4	5.2
Rentals and Shops	1.1	3.5
Other Combinations of Two Services	0.1	0.1
Shops only	2.4	5.7
Other only	0.3	0.3
None	0.9	1.0
Recreation Services (Bowling, Golf, Marinas, Stables, and Fitness Centers)		
All Five Recreation Services	1.2	0.8
Four of the Five Recreation Services	5.7	3.4
Bowling, Golf, and Fitness Centers	12.3	5.6
Bowling, Marinas, and Fitness Centers	5.0	4.3
Bowling, Stables, and Fitness Centers	2.1	1.9
Other Combinations of Three	1.8	1.8
Bowling and Fitness Centers	31.1	21.6
Golf and Fitness Centers	3.9	2.0
Marinas and Fitness Centers	2.0	1.7
Bowling and Golf	1.2	1.6
Other Combinations of Two Services	1.6	3.7
Fitness Centers only	17.9	12.3
Stables only	0.3	0.7
Marinas only	0.5	1.7
Golf only	1.0	1.3
Bowling only	4.4	12.4
None	8.0	23.4

Table 5.1.3

Usage patterns of MWR services categories by members and spouses (continued)

	Members (%)	Spouses (%)
Tours, Vacations, and Rental Services (Tours and Tickets; Recreation Gear Issue; Cabins, Cottages, and Cabanas; Rentals/Equipment; Auto Truck Rental)		
All Five Services (Tours and Tickets; Recreation Gear Issue; Cabins, Cottages, and Cabanas; Rentals/Equipment; Auto Truck Rental)	3.5	2.0
Four of the Five Tours, Vacations, and Rental Services	9.1	7.9
Tours & Tickets, Recreation Gear, and Rentals/Equipment	13.0	10.3
Tours & Tickets, Recreation Gear, and Cabins	1.3	1.1
Tours & Tickets, Recreation Gear, and Auto/Truck Rental	1.1	0.9
Tours & Tickets, Rentals/Equipment, and Auto/Truck Rental	1.0	1.8
Recreation Gear, Rentals/Equipment, and Auto/Truck Rental	1.1	0.7
Other Combinations of Three Services	1.4	1.3
Tours & Tickets and Recreation Gear	8.4	5.5
Tours & Tickets and Rentals/Equipment	2.3	4.0
Tours & Tickets and Auto/Truck Rental	1.4	2.4
Tours & Tickets and Cabins & Cottages	1.0	1.2
Recreation Gear and Rentals/Equipment	4.6	3.5
Rentals/Equipment and Auto/Truck Rental	0.6	1.3
Other Combinations of Two Services	1.0	1.1
Tours and Tickets only	16.3	19.1
Recreation Gear only	5.2	2.3
Rentals/Equipment only	2.1	3.8
Auto/Truck Rental only	1.3	2.2
Cottages, Cabins, & Cabanas only	0.7	0.7
None	23.6	26.9
Hobby and Related Services (Libraries, Arts and Crafts Centers, Photo Hobby Shops, Auto Hobby Shops, Animal Care Clinics)		
All Five Hobby and Related Services	2.9	2.9
Four of the Five Hobby and Related Services	7.5	8.2
Libraries, Arts & Crafts, and Auto Hobby	6.8	4.5
Libraries, Auto Hobby, and Animal Care	3.4	3.9
Libraries, Arts & Crafts, and Animal Care	2.2	5.6
Libraries, Photo Hobby, and Auto Hobby	2.1	1.2
Libraries, Arts & Crafts, and Photo Hobby	1.1	1.2
Other Combinations of Three Services	0.8	1.5

Table 5.1.3

Usage patterns of MWR services categories by members and spouses (continued)

	Members (%)	Spouses (%)
Libraries and Auto Hobby Shops	11.9	4.9
Libraries and Animal Care Clinics	3.8	8.1
Libraries and Arts & Crafts	5.2	6.7
Libraries and Photo Hobby	1.9	1.5
Other Combinations of Two Services	2.9	3.0
Libraries only	19.9	16.6
Auto Hobby only	6.0	3.4
Animal Care Clinic only	1.4	4.1
Photo Hobby only	0.9	1.2
Arts & Crafts only	0.9	1.7
None	18.2	19.4
Shopping and Maintenance Services (Main Exchange, Commissary, 7-Day Store, Laundry/Dry Cleaning, Auto Repair Center)		
All Five Shopping and Maintenance Services	34.7	32.2
Four of the Five Shopping and Maintenance Services	36.6	34.6
Main Exchange, 7-Day Store, Commissary	13.8	17.8
Main Exchange, 7-Day Store, Laundry/Dry Cleaning	1.6	0.3
Main Exchange, Laundry/Dry Cleaning, Commissary	2.7	2.6
Other Combinations of Three	1.9	2.4
Main Exchange and 7-Day Store	1.5	0.6
Main Exchange and Commissary	2.8	4.7
Other Combinations of Two Services	1.3	1.6
One only	1.7	1.9
None	1.4	1.5

Table 5.1.4

Usage patterns of family programs categories by members and spouses

	Members (%)	Spouses (%)
Moving Services or Programs (Temporary Lodging Facilities, Relocation Assistance Services, Housing Office Services)		
All Three Moving Services or Programs	7.0	7.3
Temporary Lodging and Housing Office	24.2	28.7
Relocation Assistance and Temporary Lodging	0.8	0.7
Relocation Assistance and Housing Office	3.0	3.8
Relocation Assistance Only	0.8	0.7
Housing Office Only	16.5	23.5
Temporary Lodging Only	15.9	10.7
None	31.8	24.5
Crisis Intervention Programs		
All Five Crisis Intervention Programs	0.5	0.7
Four of the Five Crisis Intervention Programs	0.1	0.2
Three of the Five Crisis Intervention Programs	0.3	0.2
Alcohol/Drug Treatment and Suicide Prevention	0.2	0.0
Alcohol/Drug Treatment and Spouse/Child Abuse	0.2	0.1
Crisis Referral and Suicide Prevention	0.1	0.1
Crisis Referral and Spouse/Child Abuse	0.1	0.2
Crisis Referral and Alcohol/Drug Treatment	0.2	0.2
Suicide Only	1.0	0.5
Alcohol/Drug Treatment Only	3.8	0.8
Crisis Referral Only	1.3	2.5
Spouse/Child Abuse Only	0.6	0.9
Rape Only	0.2	0.1
None	91.5	93.2

Libraries are the most frequently used service in the "Hobby and Related Services" category: 19.9 percent of members and 16.6 percent of spouses use only the libraries. Among members, 11.9 percent combine library and auto hobby shops use. Among spouses, 8.1 percent combine library and animal care clinics use. Although only a small fraction of both members and spouses use all five hobby-related services (2.9%), more than a quarter of all members and all spouses use three or more of these services, thus attesting to their popularity.

As previously noted, a large proportion of military members and military spouses have not used any services in the "Moving Services and Programs" category. Only 7.0 percent of members and 7.3 percent of spouses have used all three programs in this category (see Table 5.1.4). Respondents are most likely to have used temporary lodging facilities and the housing office, either in combination or alone. Members and spouses are much less likely to use relocation assistance, either alone or combined with the other two services.

As previously noted, respondents rarely use multiple services in the "Crisis Intervention Programs" category. Members are most likely to use the alcohol treatment/drug abuse programs (3.8%). Spouses are most likely to use the crisis referral service (2.5%). Only 0.5 percent of members and 0.7 percent of spouses report using all five crisis referral services and programs.

■ *Are the usage patterns of military members and military spouses similar?*

While nearly all military spouses are currently married, the same is not true of military members. Many members are single. As shown in Figures 5.1.3 and 5.1.4, married and single members have different patterns of using the various MWR services and family programs.

Single members are much less likely than married members to use animal care clinics (7.6% versus 27.7%); youth activities (12.1% versus 28.6%); arts and crafts centers (20.9% versus 32.0%); and temporary lodging facilities (37.9% versus 54.0%). Single members are, in general, much less likely than married members to use the 24 family programs. For example, only 21.4 percent of single members have used the housing office, compared to 67.2 percent of married members. Similarly, only a third of single members have used legal assistance services, compared to more than half of married members.

Therefore, when one compares members and spouses, the appropriate comparison is *married* members and spouses (see Figures 5.1.5 and 5.1.6). In general, married members are more likely than spouses to use the various MWR services. But with only a few exceptions, the differences are not large. Married members are substantially more likely than spouses to use fitness centers (81.5% versus 55.3%). They are also much more likely to use auto hobby shops (45.3% versus 30.6%), clubs (69.2% versus 58.6%), recreation gear issue (48.6% versus 35.0%), and golf courses (27.3% versus 15.4%). Spouses, on the other hand, are somewhat more likely than married members to use animal care clinics (34.4% versus 27.7% of members) and youth activities (31.3% versus 28.6%).

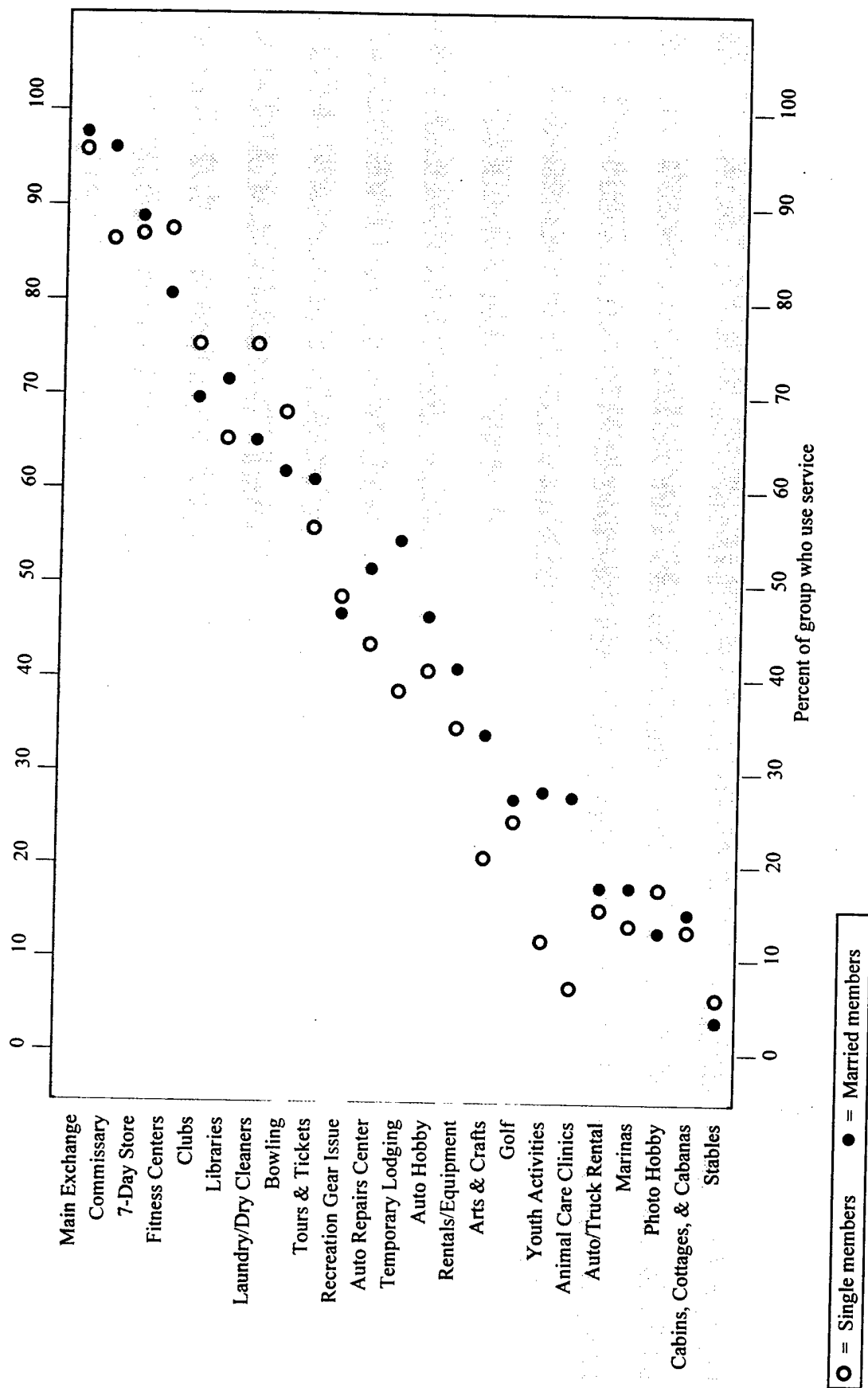


Figure 5.1.3. MWR services usage by married members and single members

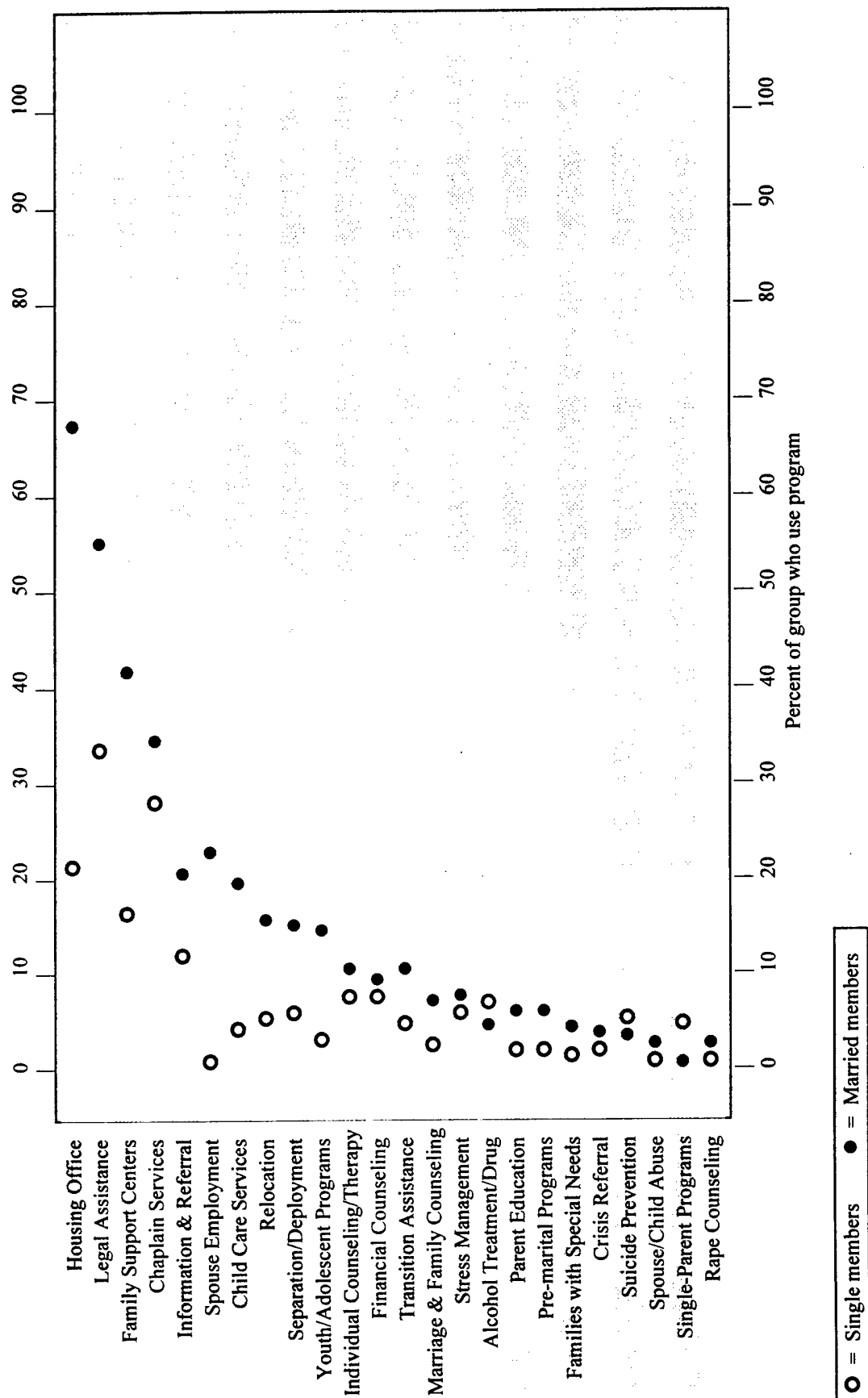


Figure 5.1.4. Family programs usage by married members and single members

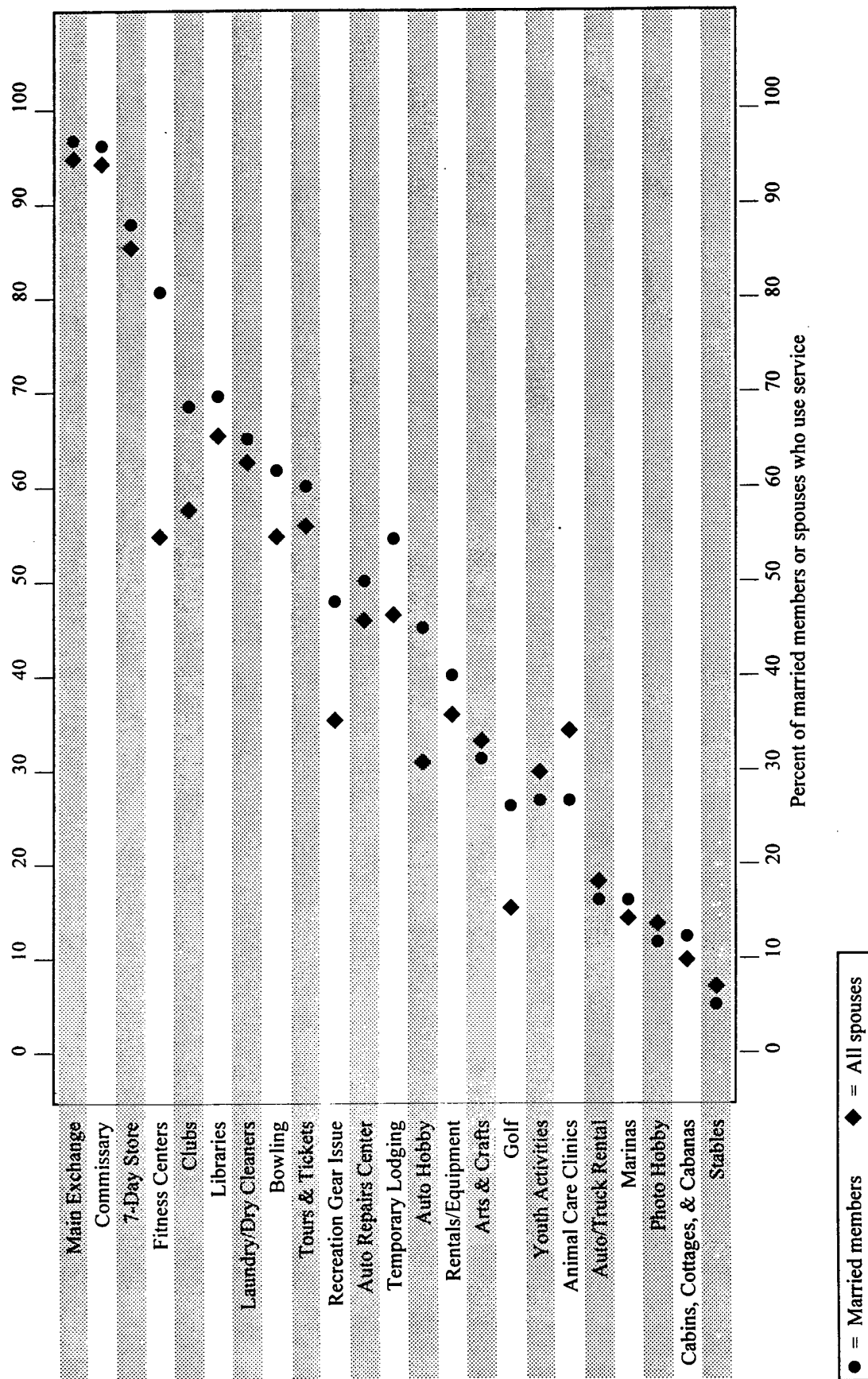


Figure 5.1.5. MWR services usage by married members and spouses

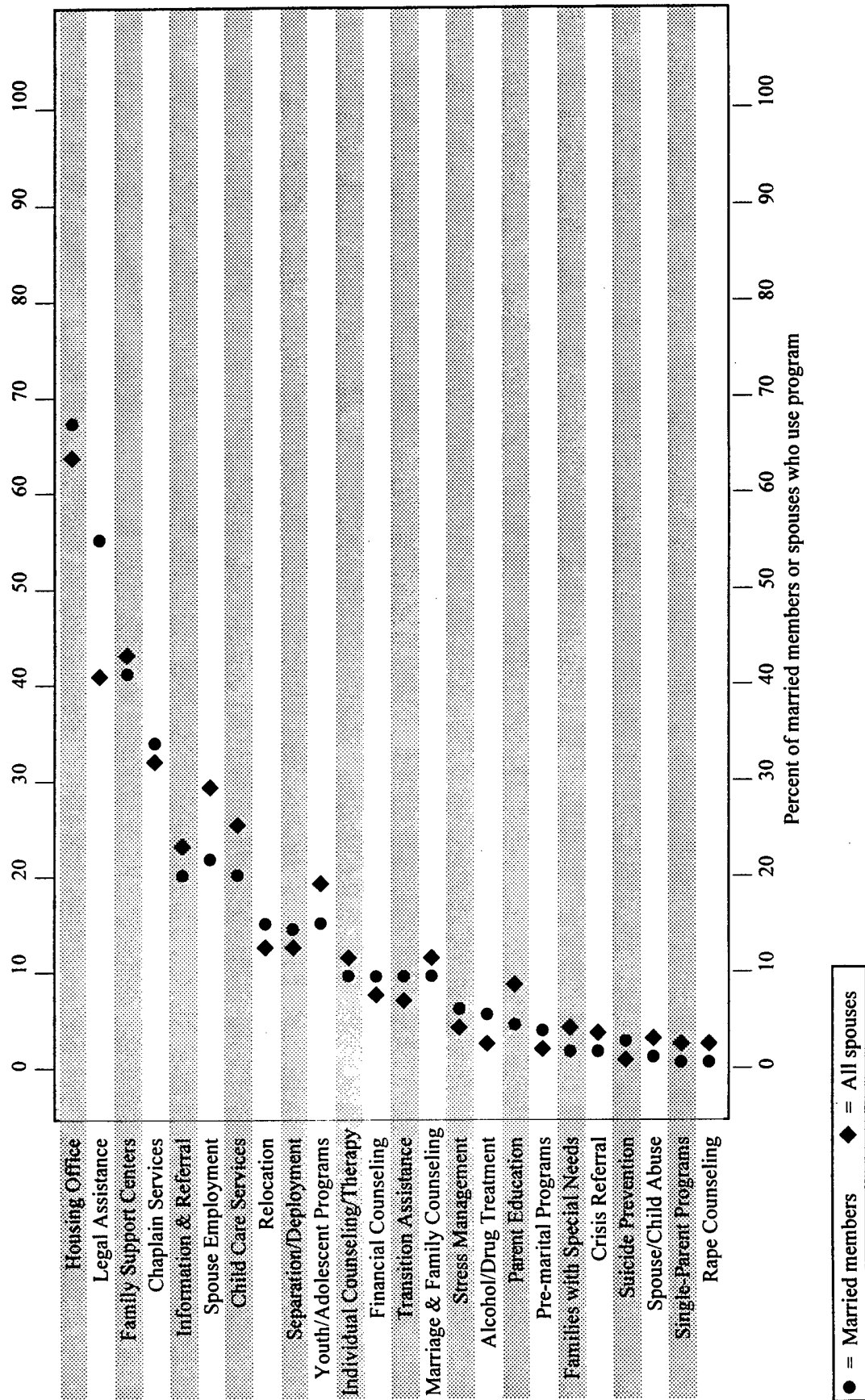


Figure 5.1.6. Family programs usage by married members and spouses

With a few exceptions, married members and spouses make similar use of family programs, although spouses tend to use them somewhat more than married members. Spouses use three services in particular more than members: child care services (26.6% versus 19.9%), spouse employment services (29.7% versus 22.1%), and youth/adolescent programs (20.2% versus 14.9%). Married members, however, are more likely than spouses to use legal assistance services (54.6% versus 40.5%).

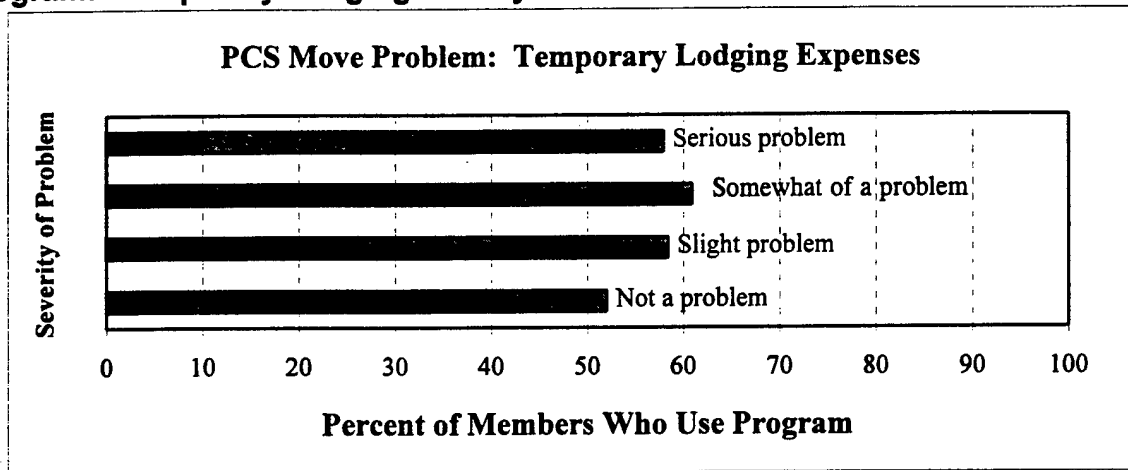
■ *Do persons who experience specific difficulties use relevant programs or services?*

When evaluating programs, it is important to know whether people who need specific services actually use them. To find out, the analysis examines whether respondents who report specific stresses are more likely to use selected programs than persons who do not report the same stresses. Because many family programs are designed to solve problems military personnel or their families encounter, the program use can be easily related to specific difficulties that the respondents experience. For example, housing office services use can be related to problems respondents experienced during their most recent permanent change of station (PCS) move.

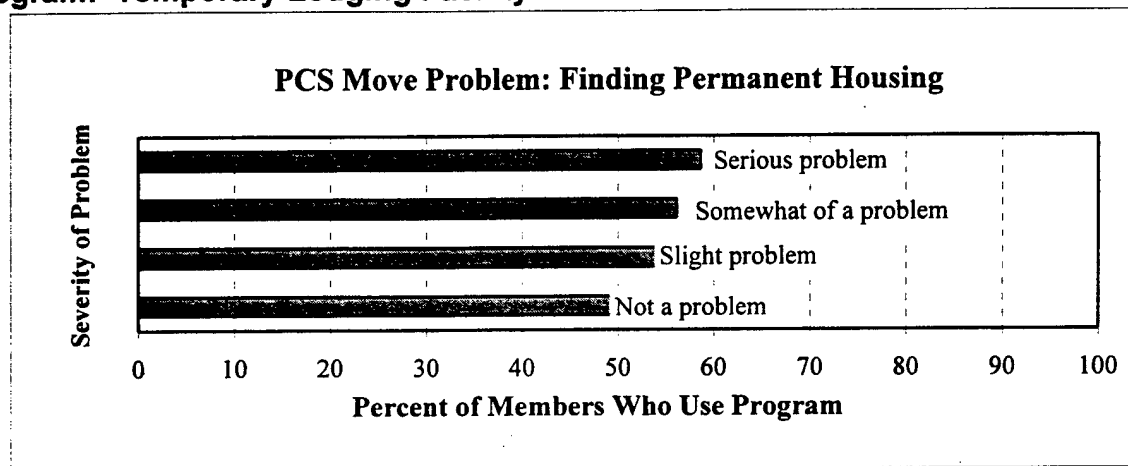
Among members (see Figure 5.1.7), respondents who report serious problems with their PCS move, such as temporary lodging expenses and finding permanent housing, are more likely than those who report no problem to use temporary lodging facilities, relocation assistance services, and housing office services. The more severe the problem, the greater the proportion of respondents who uses relocation assistance or housing office services. However, this relationship is not true for temporary lodging facilities. Stress in the last year from PCS moves is also associated with use of the various housing services. The more severe the stress, the higher the proportion of respondents who uses temporary lodging facilities, relocation assistance services, and the housing office. For example, only 45.8 percent of persons with no stress in the last year caused by PCS moves have used the housing office, compared to 65.7 percent of persons who experienced a great deal of stress.

This report also examines the association between service use and financial stresses members face (see Figure 5.1.8). For example, members rate their current location regarding their family's ability to handle the cost of living and the affordability of civilian housing. The ratings range from excellent to very poor. Again, there is a clear tendency for use of financial counseling services, housing services, and family support centers to increase as the ability to handle cost of living and availability of civilian housing decreases. As shown in the top panel of Figure 5.1.8, 16.4 percent of members have used financial counseling services if they rate their current location as "very poor" with respect to their family's ability to handle the cost of living. By contrast, 7.4 percent who rate their locations as "excellent" have used financial counseling services.

Program: Temporary Lodging Facility



Program: Temporary Lodging Facility



Program: Temporary Lodging Facility

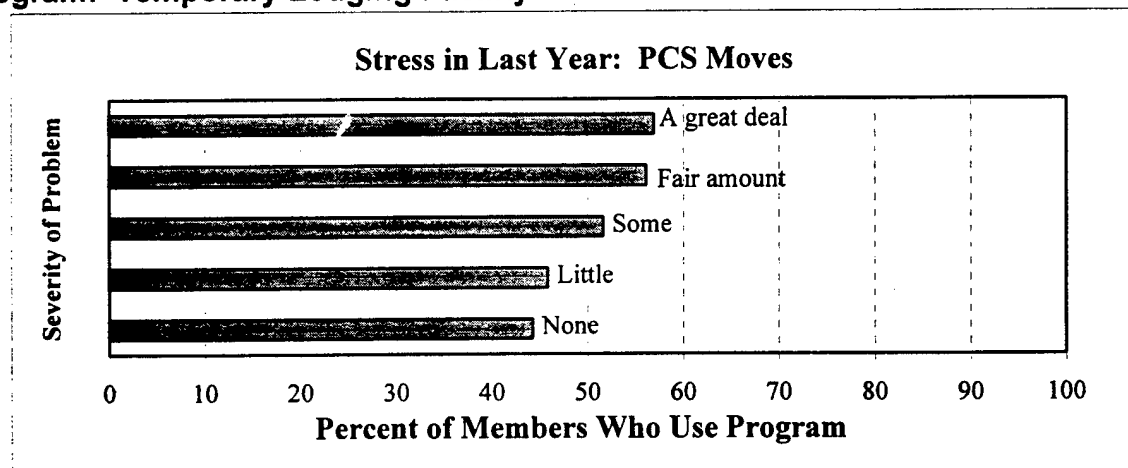
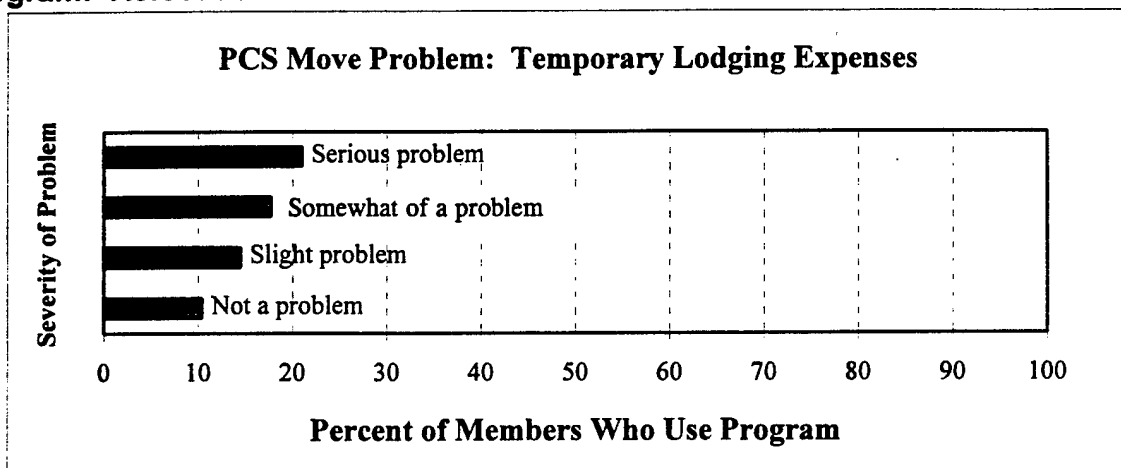
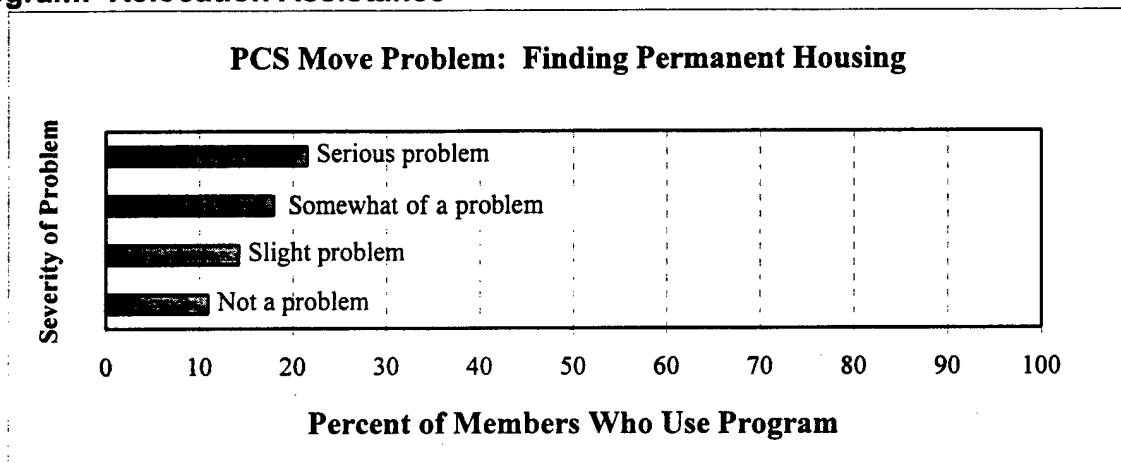


Figure 5.1.7. Percent of members with relocation problems who use MWR services and family programs

Program: Relocation Assistance



Program: Relocation Assistance



Program: Relocation Assistance

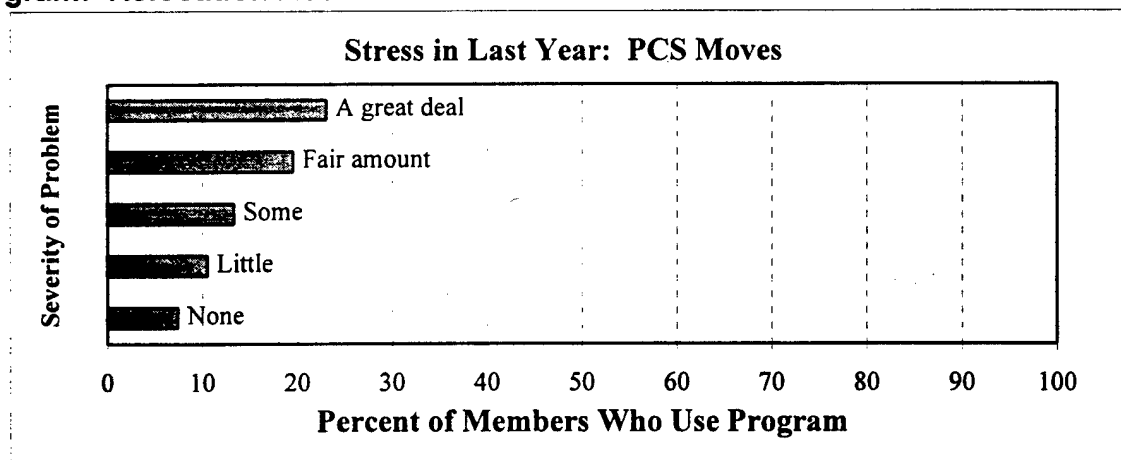
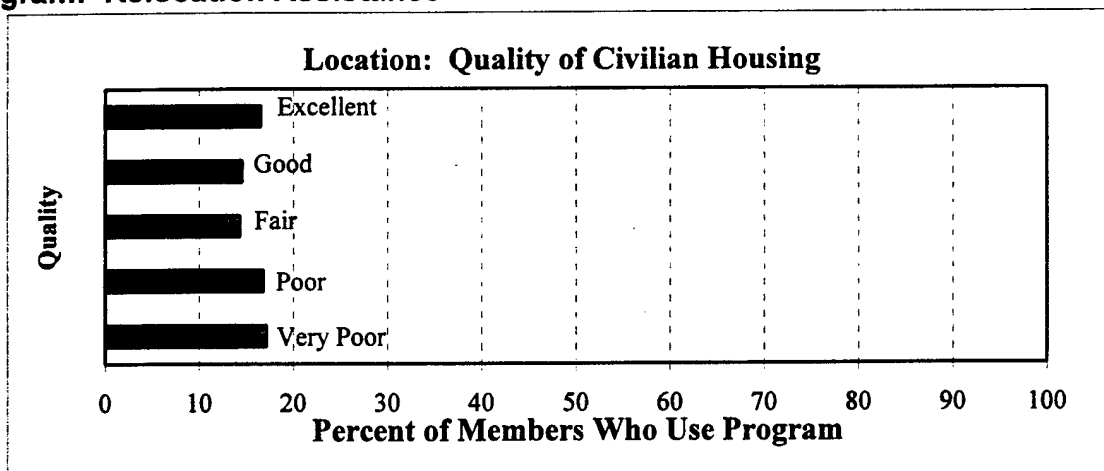
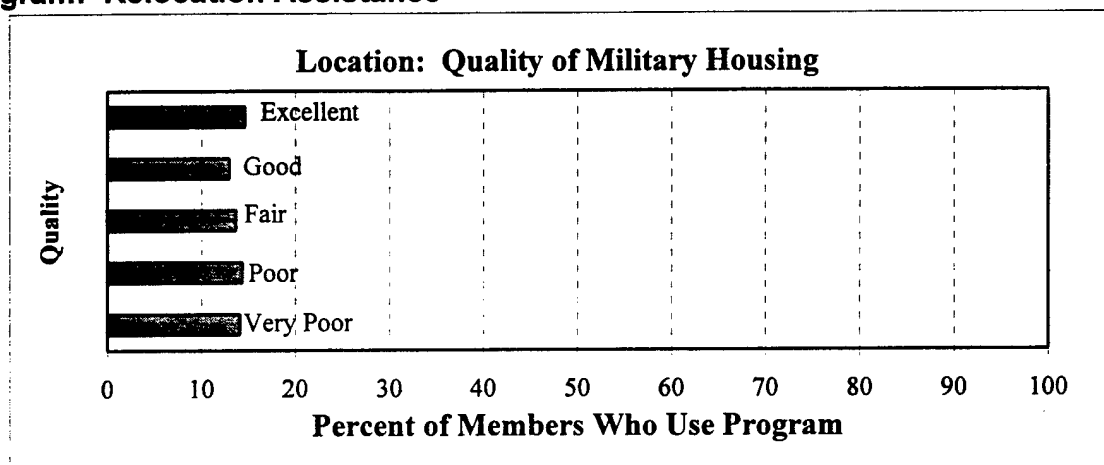


Figure 5.1.7. Percent of members with relocation problems who use MWR services and family programs (continued)

Program: Relocation Assistance



Program: Relocation Assistance



Program: Housing Office

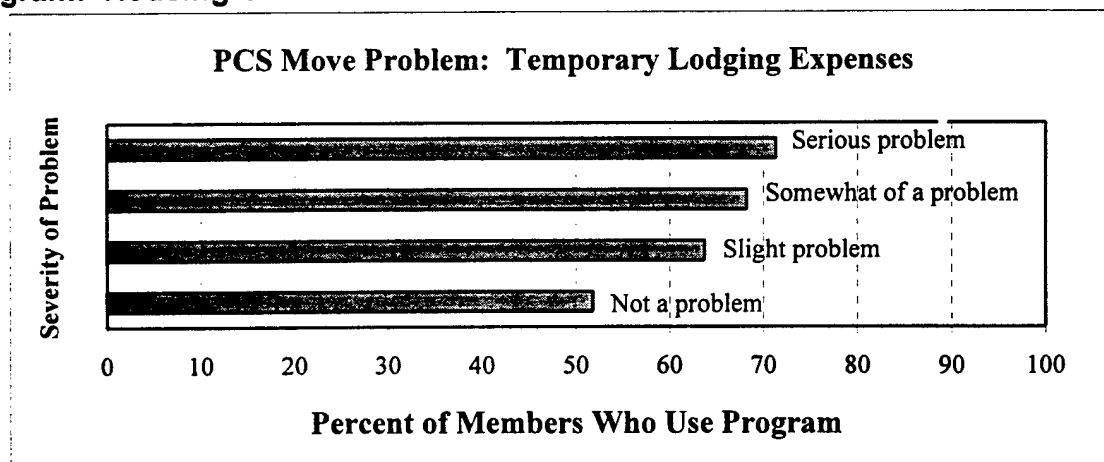
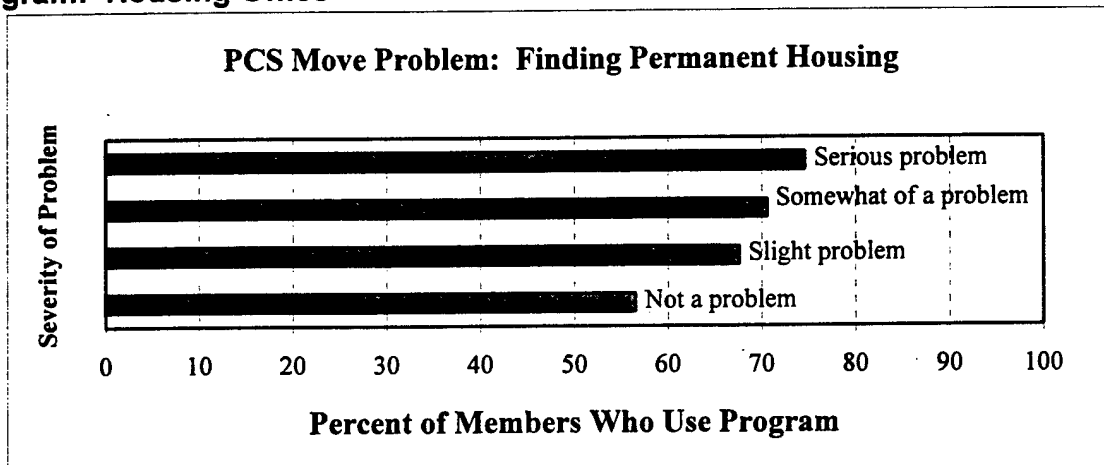
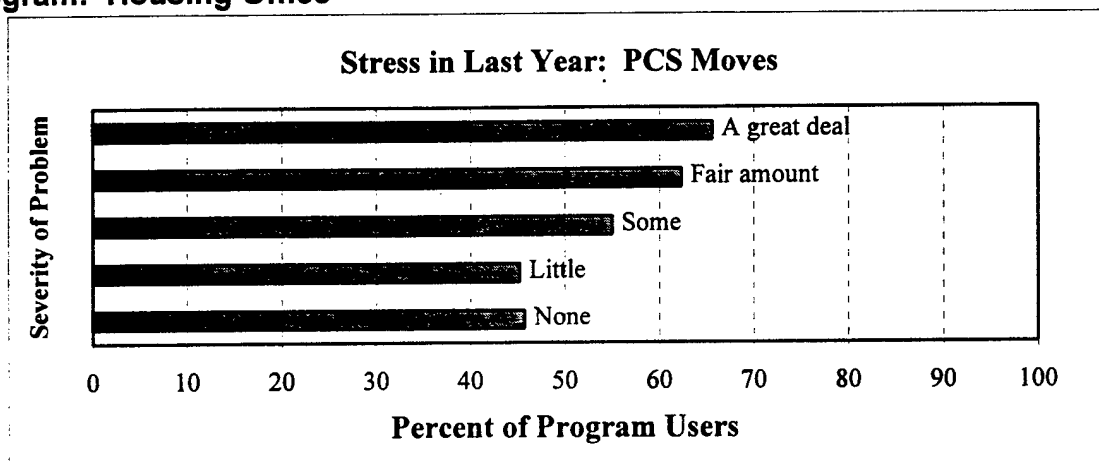


Figure 5.1.7. Percent of members with relocation problems who use MWR services and family programs (continued)

Program: Housing Office



Program: Housing Office



Program: Housing Office

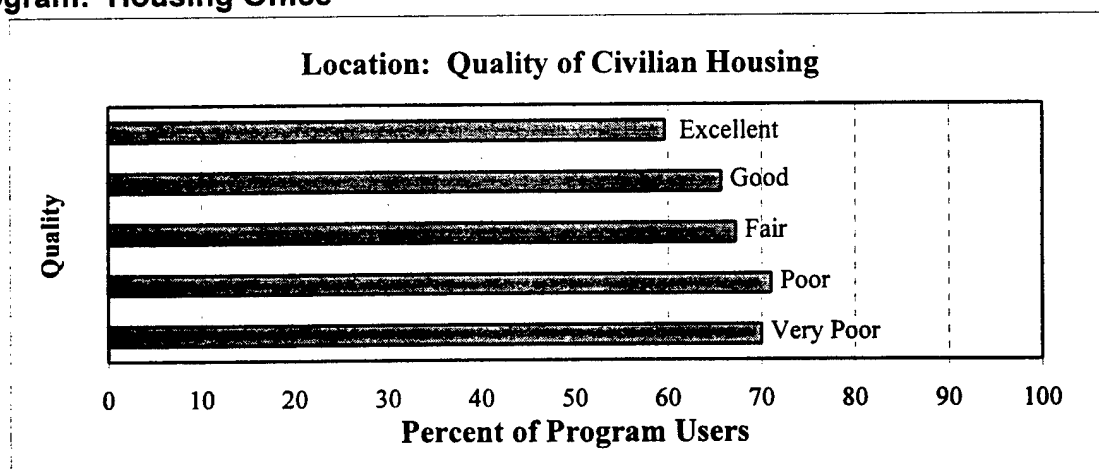


Figure 5.1.7. Percent of members with relocation problems who use MWR services and family programs (continued)

Program: Housing Office

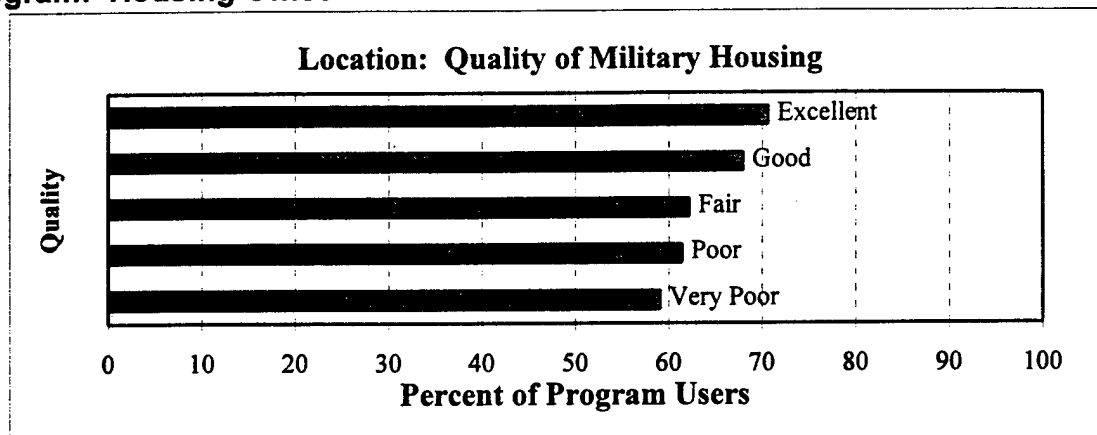
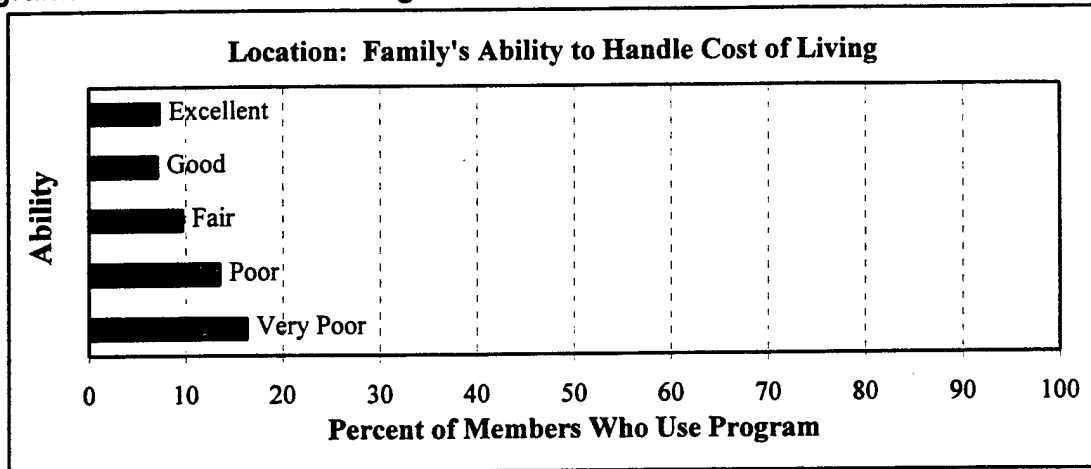
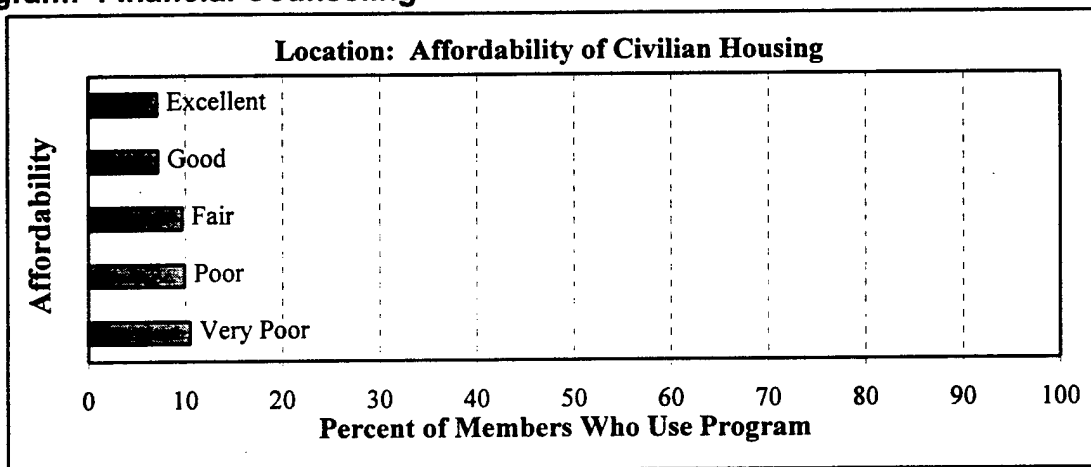


Figure 5.1.7. Percent of members with relocation problems who use MWR services and family programs (continued)

Program: Financial Counseling



Program: Financial Counseling



Program: Housing Office

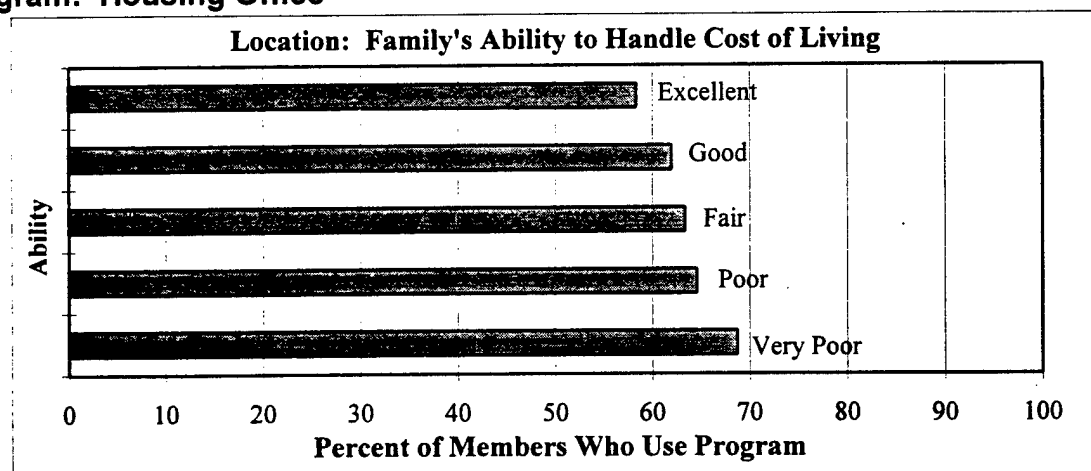
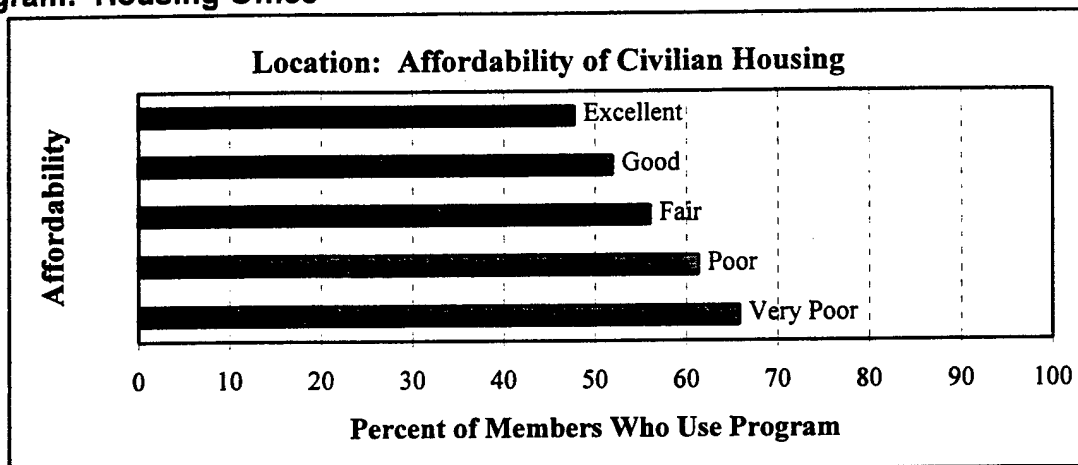
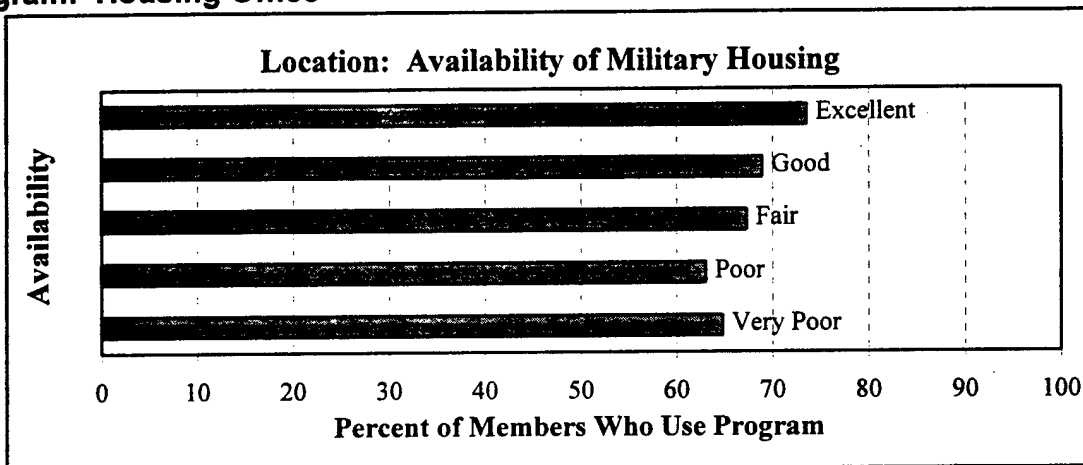


Figure 5.1.8. Percent of members with financial concerns who use MWR services and family programs

Program: Housing Office



Program: Housing Office



Program: Family Support Centers

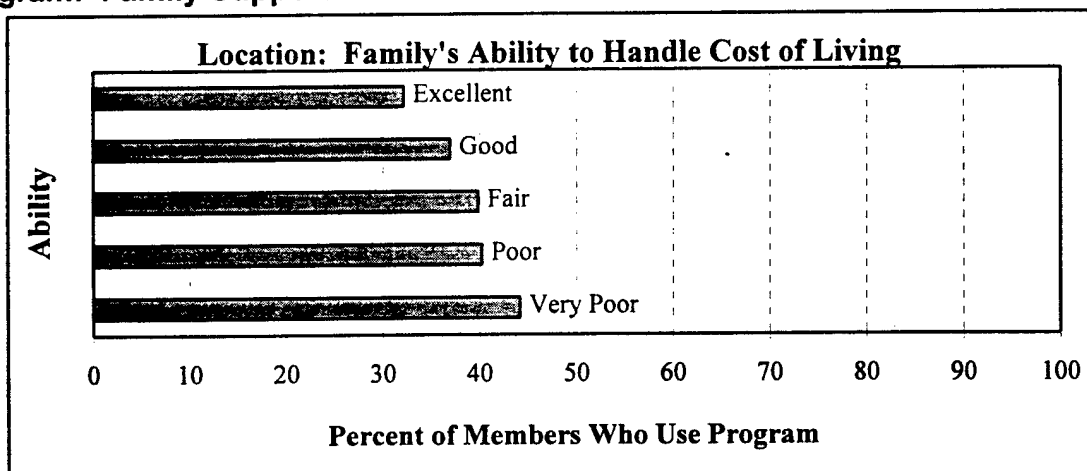
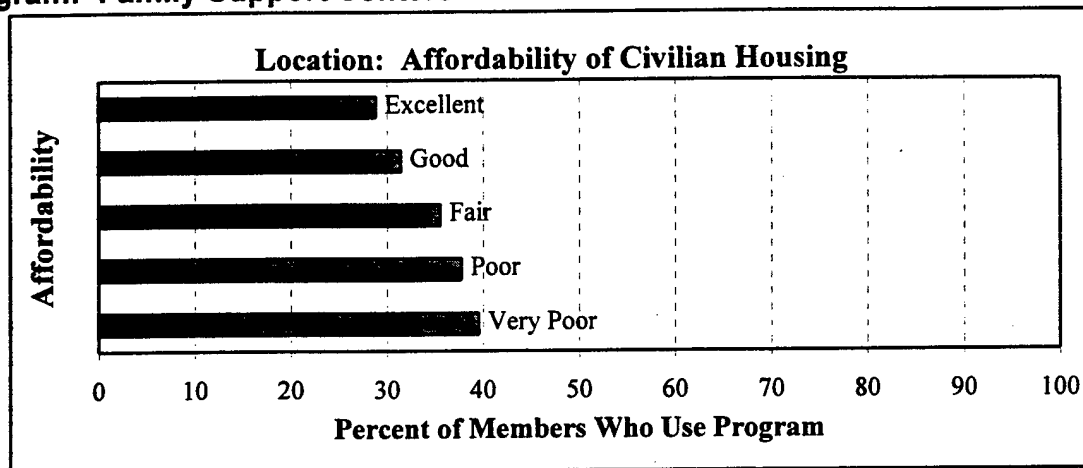


Figure 5.1.8. Percent of members with financial concerns who use MWR services and family programs (continued)

Program: Family Support Centers



Program: Family Support Centers

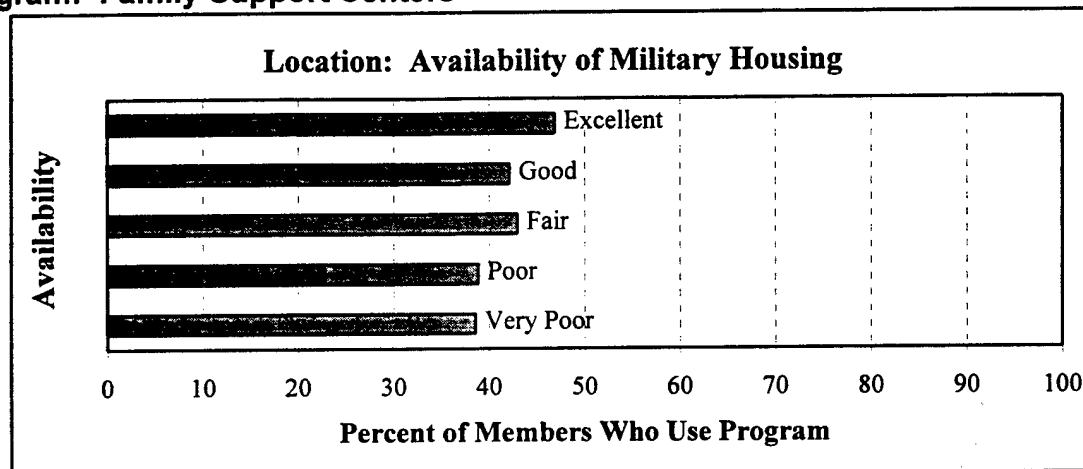


Figure 5.1.8. Percent of members with financial concerns who use MWR services and family programs (continued)

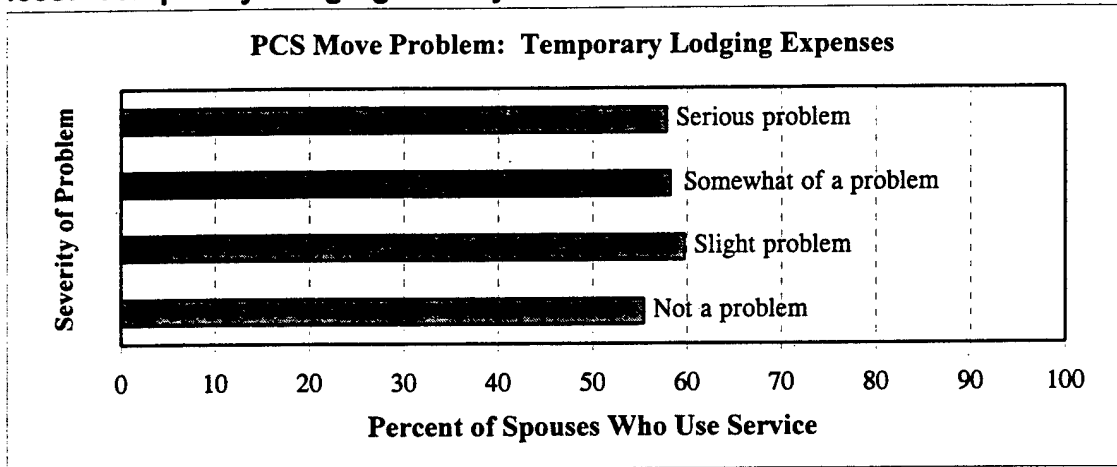
Also noteworthy are the large proportions of respondents who experience serious difficulties but do not seek assistance. Although use tends to be higher among those with difficulties, many persons with difficulties do not seek help. For example, nearly 80 percent of members with serious problems (involving temporary lodging expenses) have not used relocation assistance services (see Table 5.1.9).

As with members, spouses who report any problems with temporary lodging expenses in their PCS move to their present location are more likely to use temporary lodging facilities than those who experience no problems. The differences, however, are small, and there is no increase in use if the severity of the problem increases (see Figure 5.1.9). Relocation assistance use and housing office use, however, are much higher among spouses who experience problems with temporary lodging expenses, and reported use increases as the severity of the problem increases. For example, 76.0 percent of spouses who report a serious problem with temporary lodging expenses have used housing office services at their current location, compared to 67.5 percent who report no problem with temporary lodging expenses. A similar pattern is observed when the problem is finding permanent housing. Use of relocation assistance and housing office services increases as the severity of the problem increases.

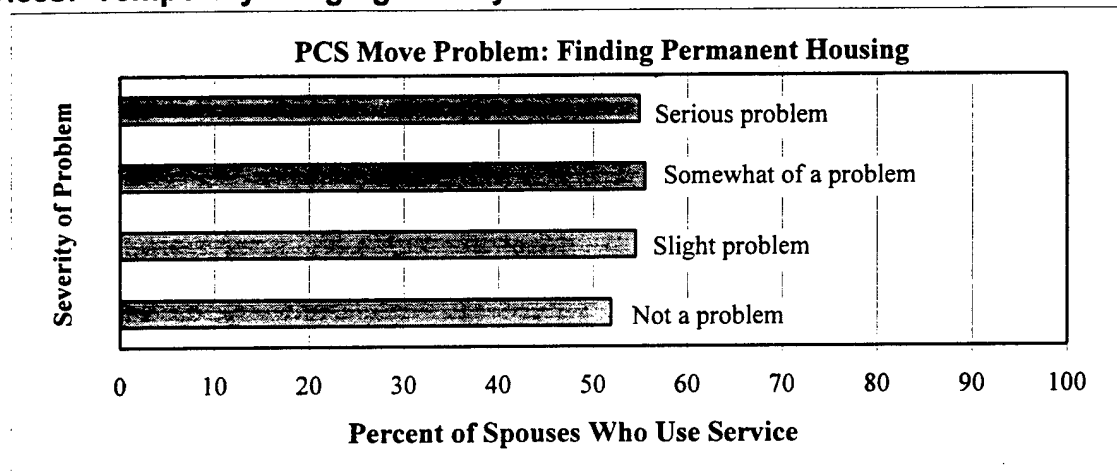
This report also examines whether use of employment services and child care services increases among spouses who report difficulties in obtaining employment or in locating child care (see Figures 5.1.10 and 5.1.11). Use of these services is consistently higher among spouses who report experiencing problems than among persons who report no difficulties.

Taken together, these associations suggest that more military members and their families seek services when they experience difficulties than when they do not experience difficulties. Thus, the services are fulfilling the needs of some members and their families. Section 5.2 examines the respondent ratings of these programs by whether respondents experience specific stressors or problems.

Services: Temporary Lodging Facility



Services: Temporary Lodging Facility



Program: Relocation Assistance

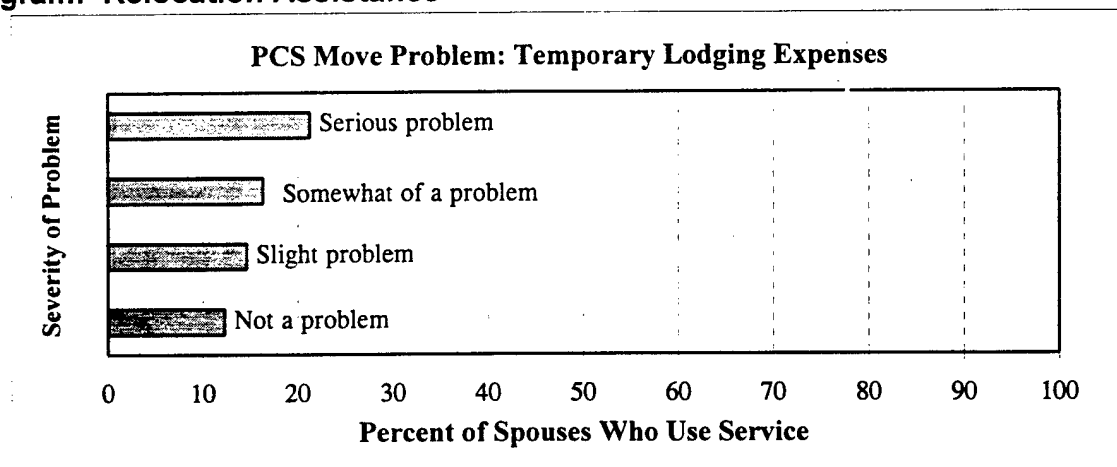
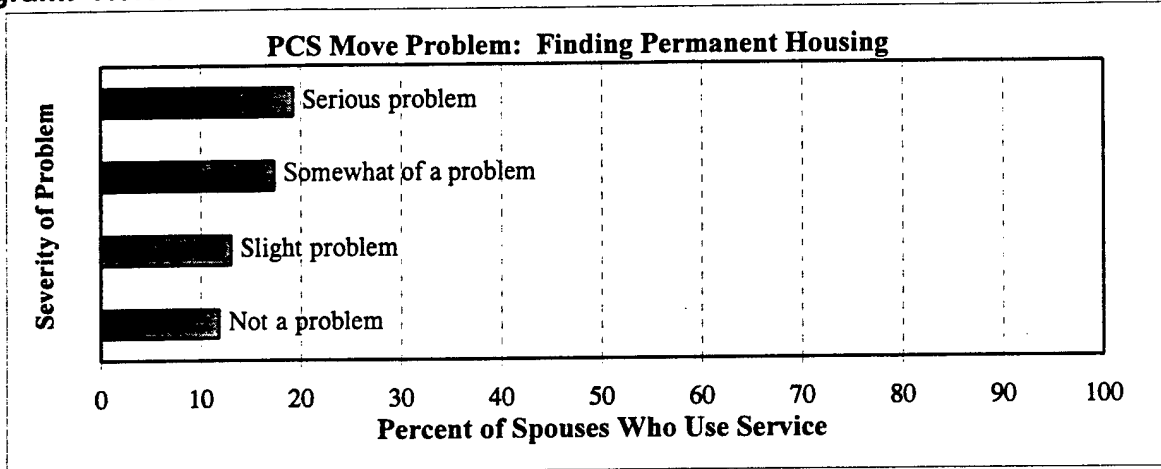
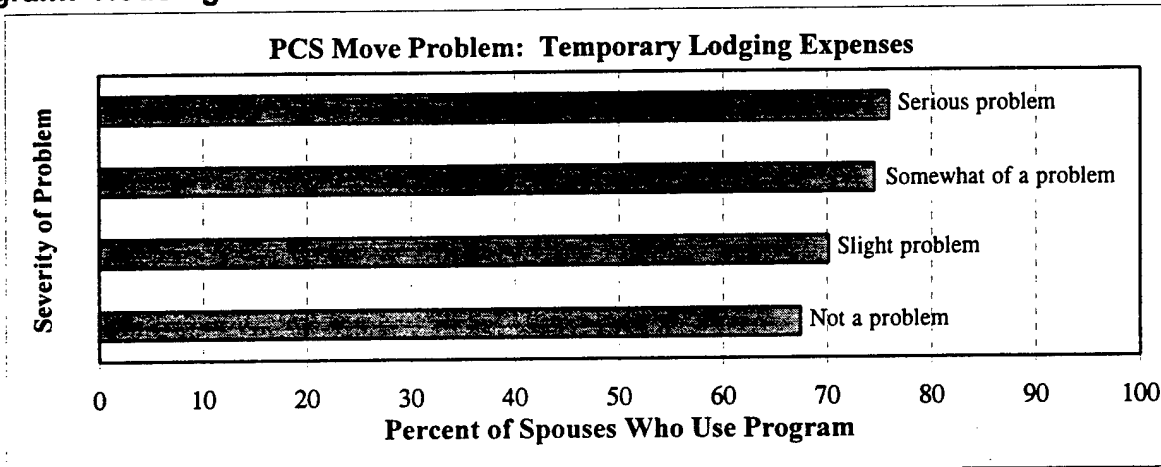


Figure 5.1.9. Percent of spouses with relocation problems who use MWR services and family programs

Program: Relocation Assistance



Program: Housing Office



Program: Housing Office

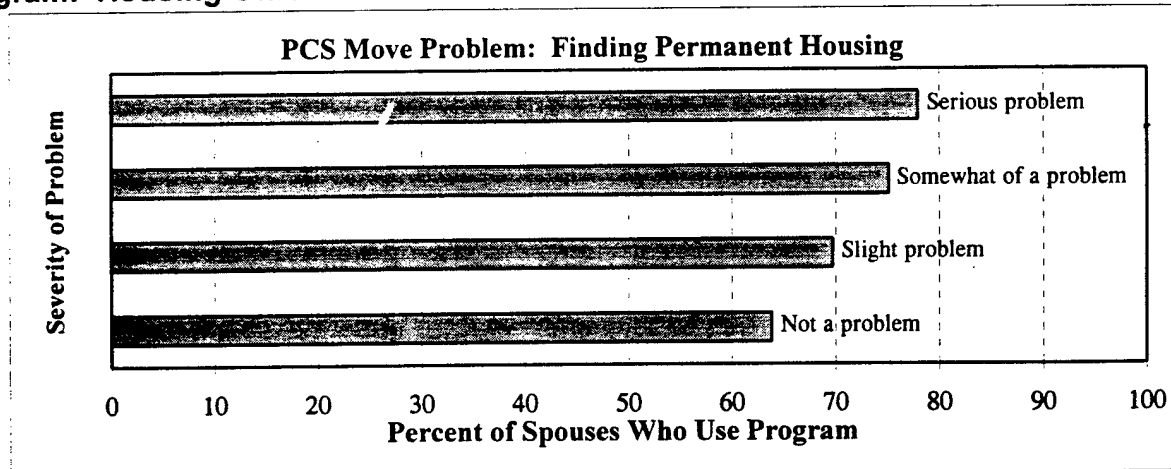
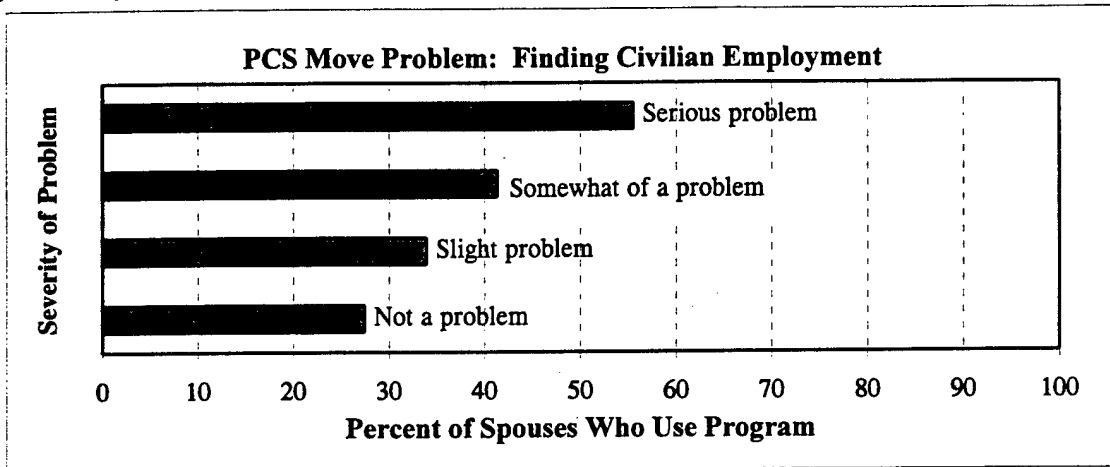
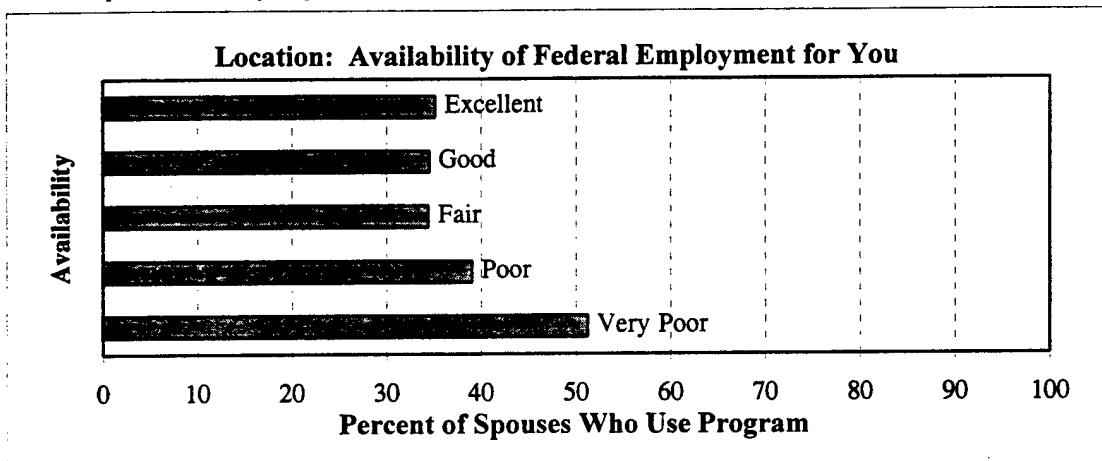


Figure 5.1.9. Percent of spouses with relocation problems who use MWR services and family programs (continued)

Program: Spouse Employment



Program: Spouse Employment



Program: Spouse Employment

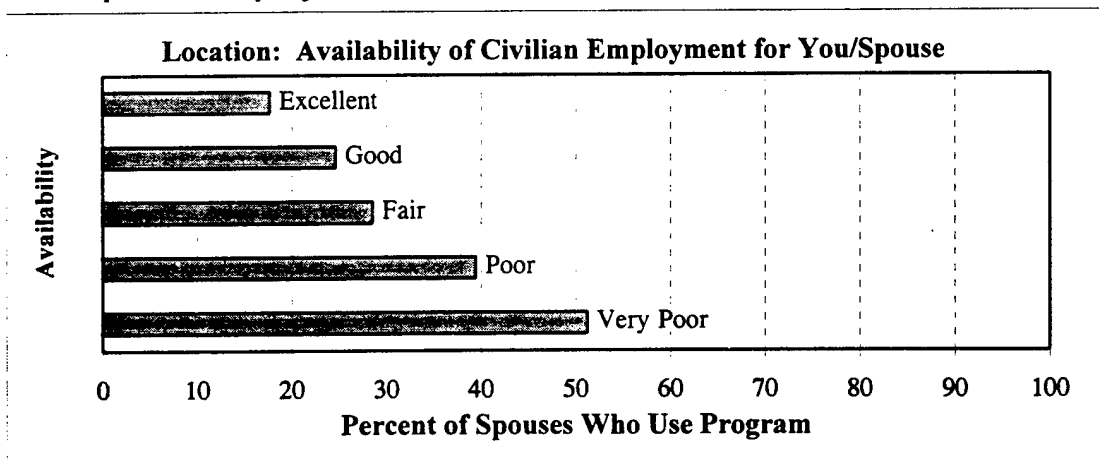
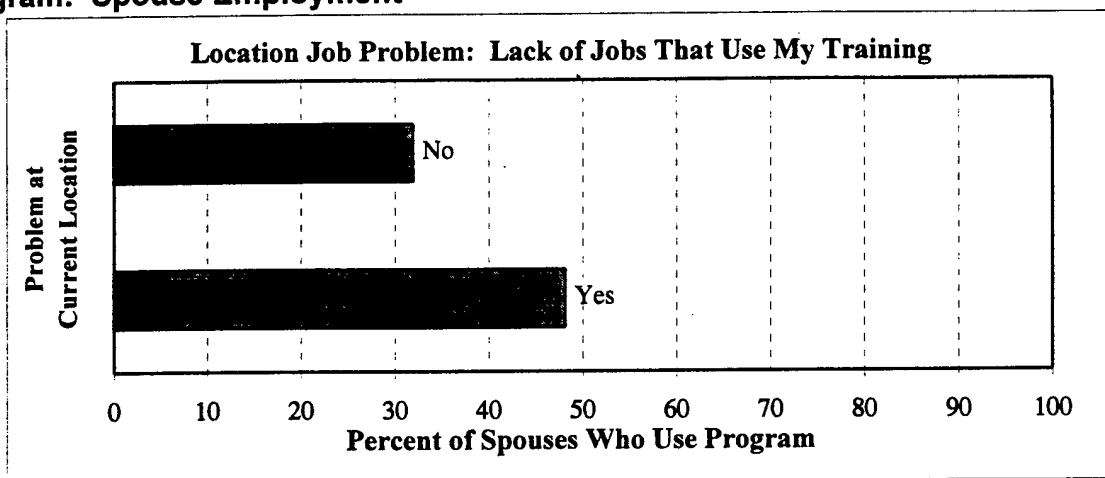
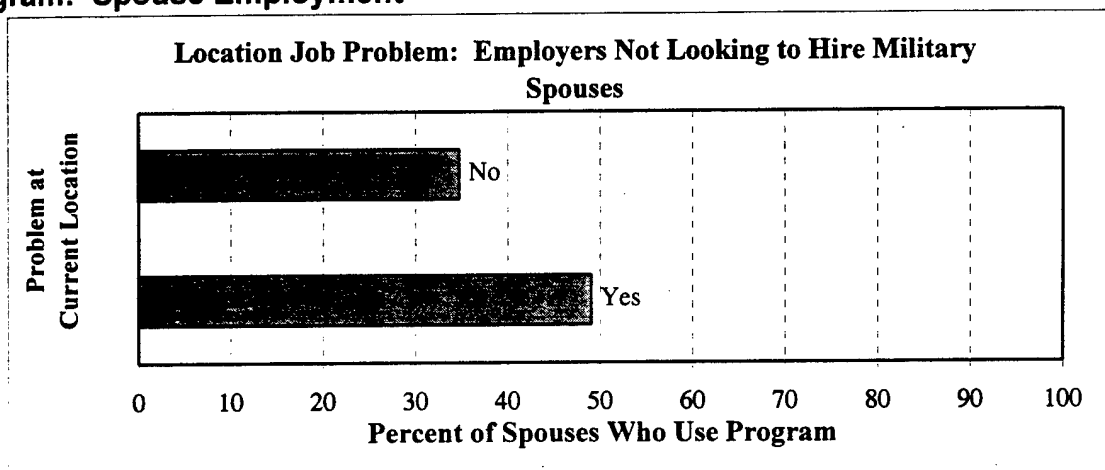


Figure 5.1.10. Percent of spouses with employment problems who use related family programs

Program: Spouse Employment



Program: Spouse Employment



Program: Spouse Employment

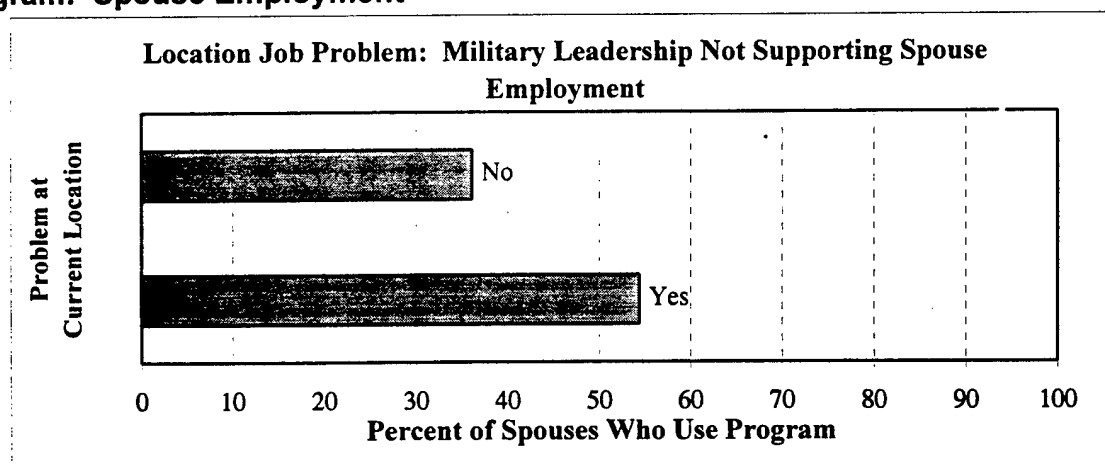
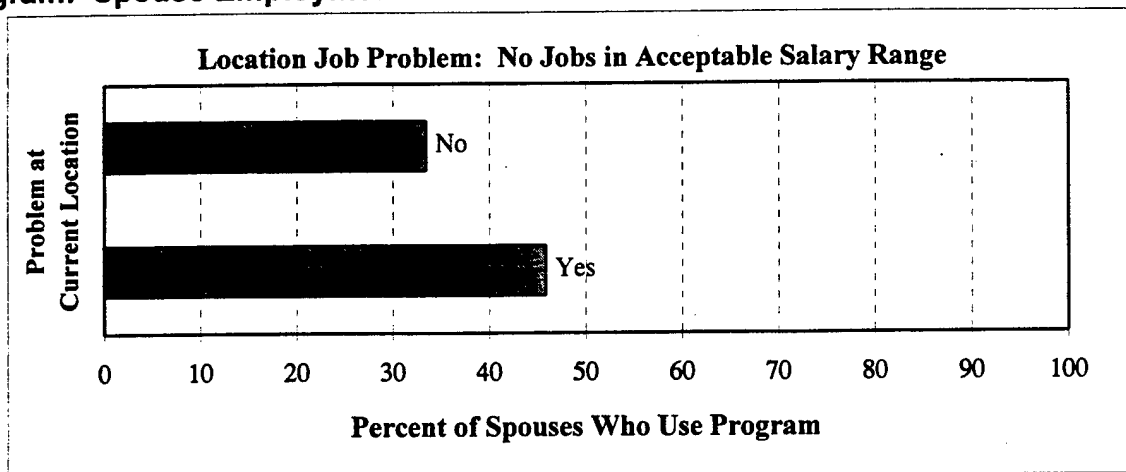
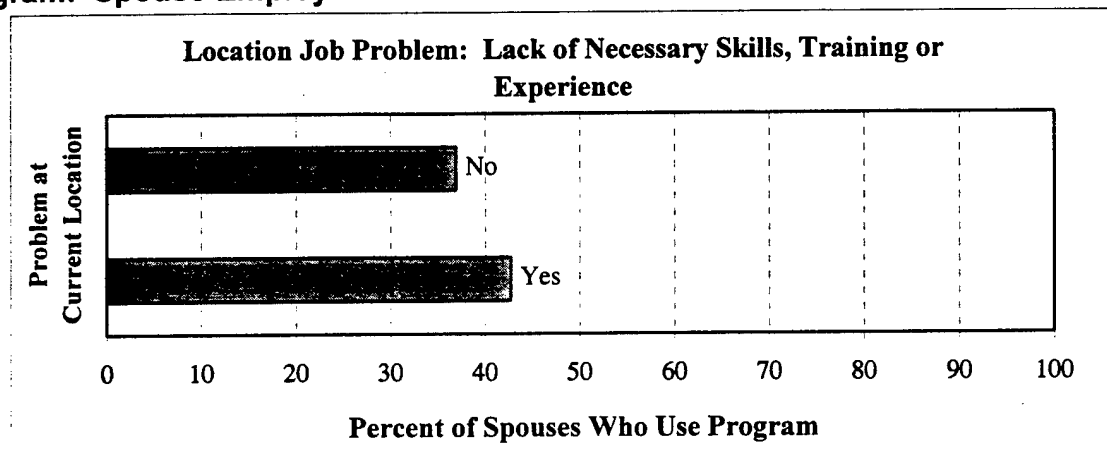


Figure 5.1.10. Percent of spouses with employment problems who use related family programs (continued)

Program: Spouse Employment



Program: Spouse Employment



Program: Spouse Employment

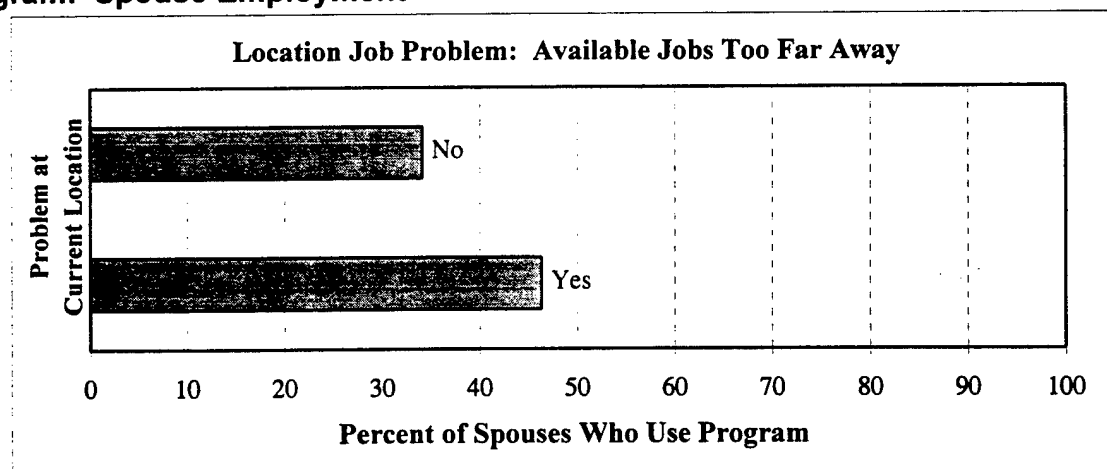
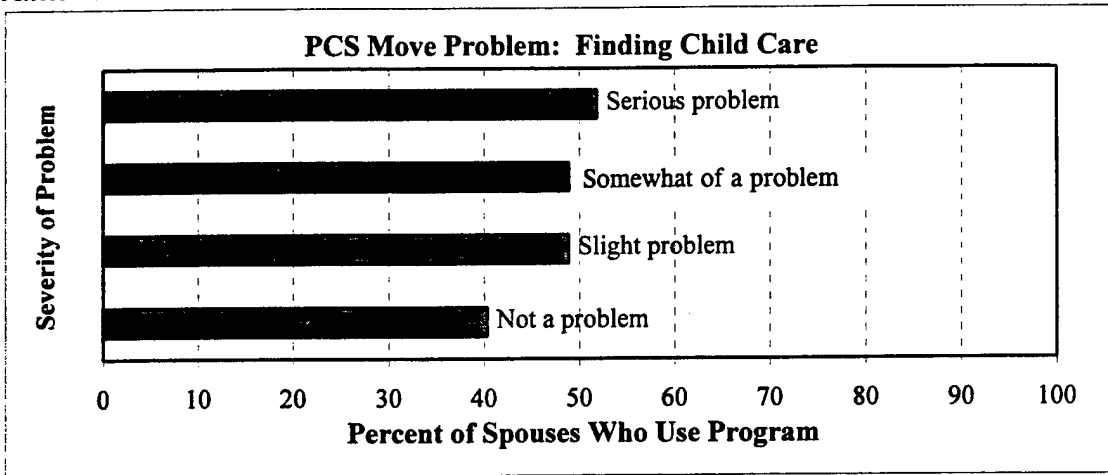
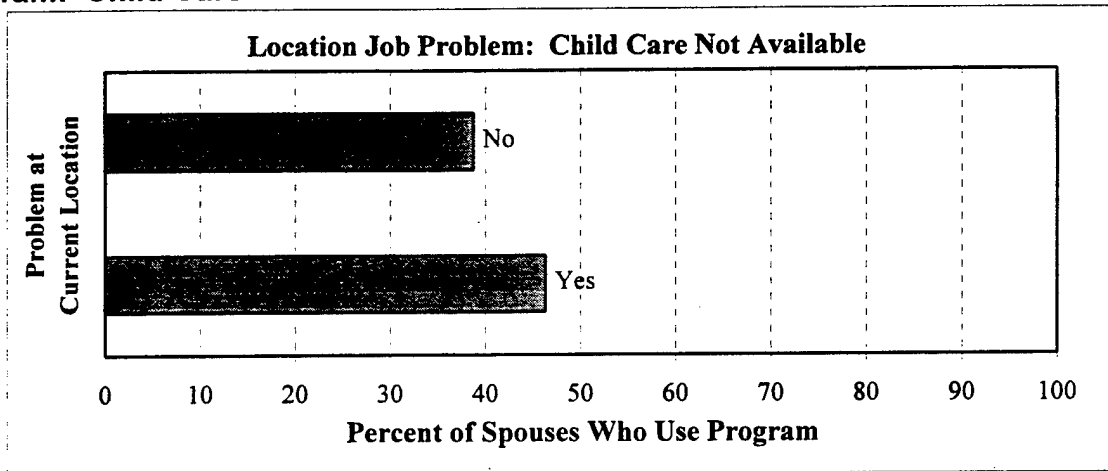


Figure 5.1.10. Percent of spouses with employment problems who use related family programs (continued)

Program: Child Care



Program: Child Care



Program: Child Care

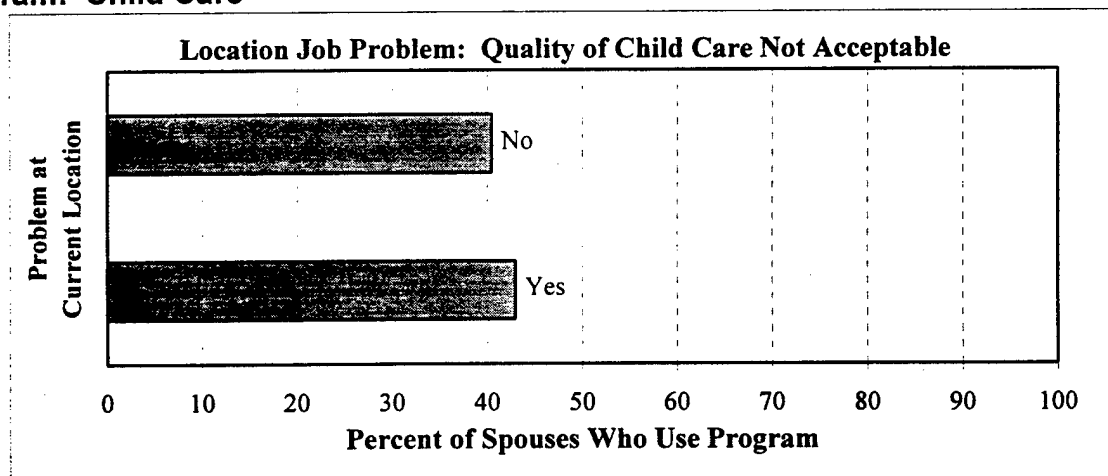
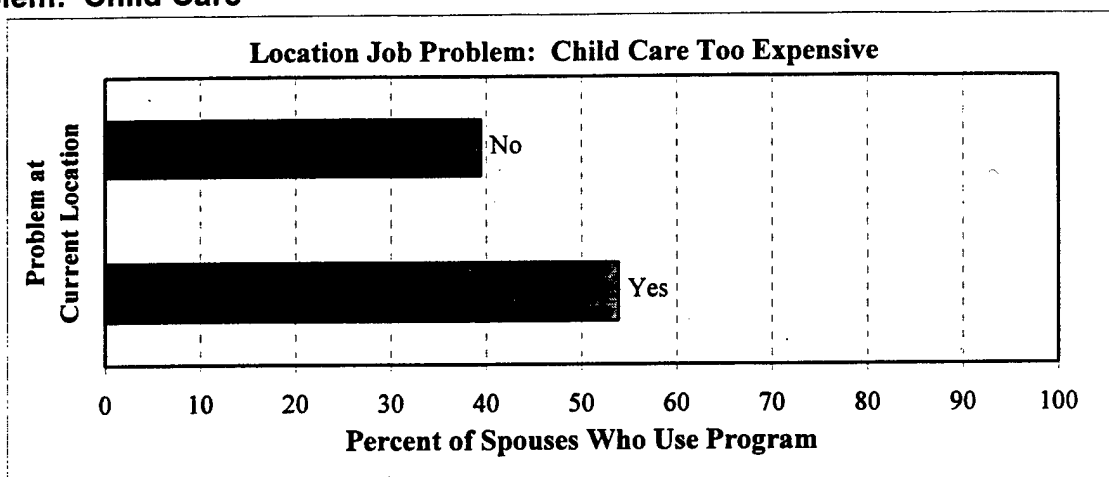


Figure 5.1.11. Percent of spouses with child care problems who use related family programs

Problem: Child Care



Program: Child Care

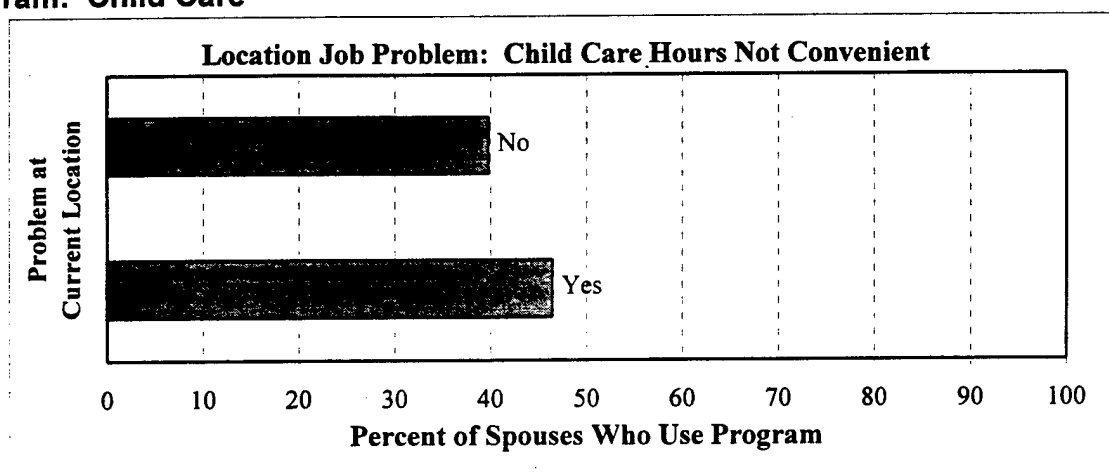


Figure 5.1.11. Percent of spouses with child care problems who use related family programs
(continued)

Summary

- Members and spouses use the following ten services most frequently: main exchange, commissary, 7-day stores, fitness centers, libraries, laundry/dry cleaning, bowling, housing office, tours and ticket services, and clubs. More than half of all respondents have used these services at least once at their present permanent duty location.
- Many of the family programs are used by only a small percentage of the respondents. Approximately half of the 24 family programs are used by fewer than 10 percent of members and spouses. However, it is not necessarily the same 10 percent of respondents who use these programs. An inspection of multiple use of the crisis intervention programs reveals that multiple use is rare.
- In addition to the housing office, members and spouses use the following family programs frequently (although less often than MWR services): legal assistance services, family support centers, and chaplain/religious services. One-third or more of members and spouses use each of these services.
- Members and spouses often use more than one MWR service within four broad types: recreation, hobby-related, rental, and shopping and recreation services. In fact, 64.9 percent of members and 56.1 percent of spouses have used at least one service from each of the four groups.
- Married military members and military spouses show similar usage patterns, although there are some notable exceptions. For example, married members are more likely than spouses to use fitness centers, and spouses are more likely to use animal care clinics and youth activities services.
- Persons who have specific problems are more likely to use programs designed to address those problems. However, a substantial proportion of respondents with specific difficulties do not use related services.

5.2 Respondents' Ratings of Services and Programs

- *Which services and programs do respondents rate as important?*
- *Which services and programs do respondents rate as unimportant?*

Both military members and spouses consider shopping services the most important of the 23 MWR services (see Figures 5.2.1 and 5.2.2). More than 90 percent of military spouses and 86.5 percent of members rate the commissary as important or very important. More than 85 percent of both groups rate the main exchange as important or very important. Military members and their spouses also value the 7-day stores: 79.7 percent of members and 80.7 percent of spouses rate them as important or very important.

In addition, fitness centers, libraries, laundry services, temporary lodging facilities, and tours and ticket services are important to a majority of members and spouses. More than 60 percent of both members and spouses rate these services as important or very important.

Another way to measure these services' value is to examine the extent to which members and spouses rate them as unimportant or very unimportant. By this measure, a large proportion of respondents does not highly value the more specialized recreation services such as golf, stables, and marinas. Over 30 percent of members report that these services are either unimportant or very unimportant. Forty percent of spouses think golf is unimportant. Approximately 30 percent of spouses state that stables and marinas are unimportant or very unimportant.

A large proportion of respondents is neutral in assessing some services--that is, they do not rate them as important or unimportant. Bowling is one example. Over 40 percent of both members and spouses give neutral ratings of importance to this service. Relatively high proportions of neutral ratings are also given to auto/truck rentals, marinas, photo hobby shops, cabins, cottages and cabanas, and stables.

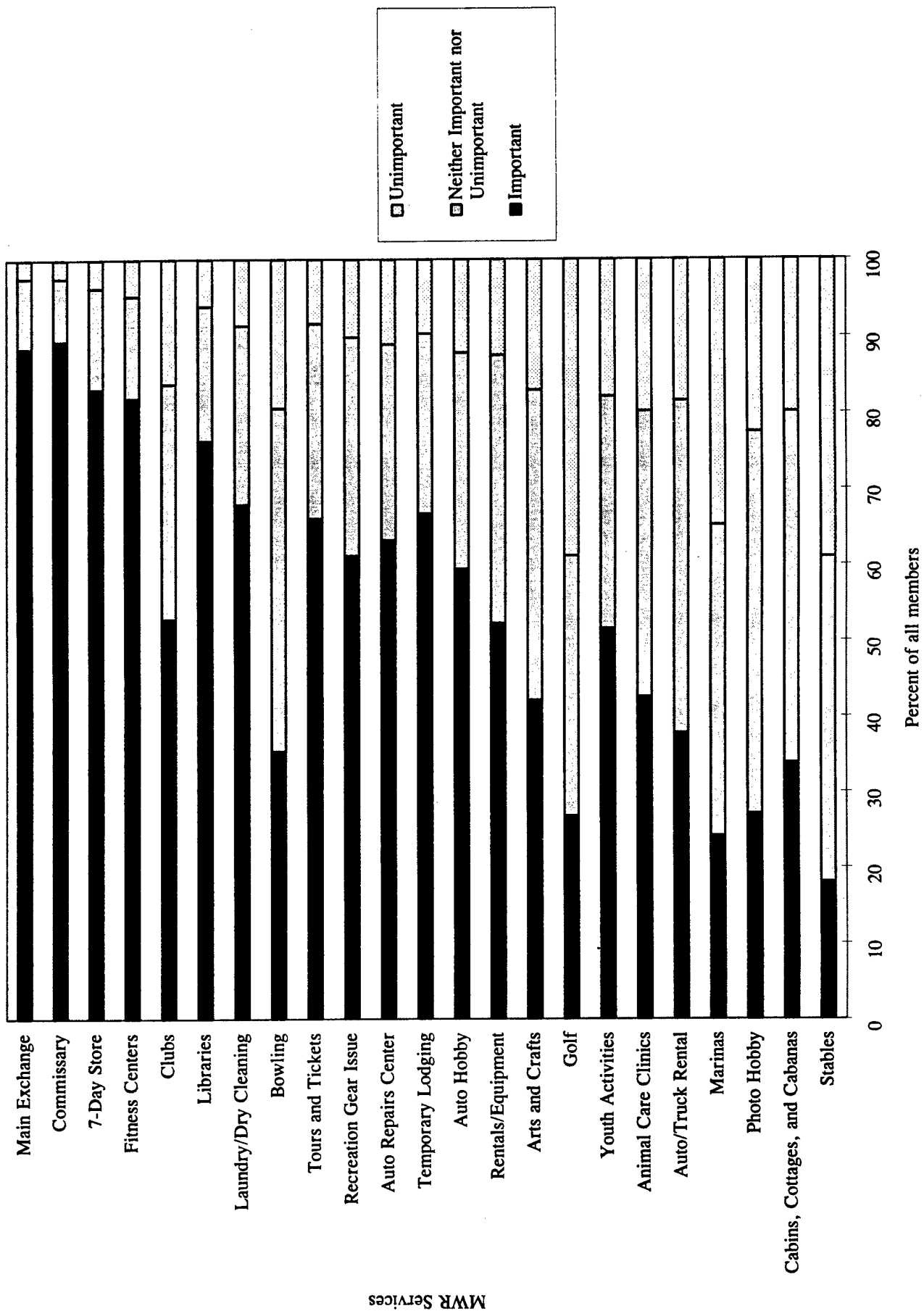


Figure 5.2.1. Members' MWR services ratings of importance

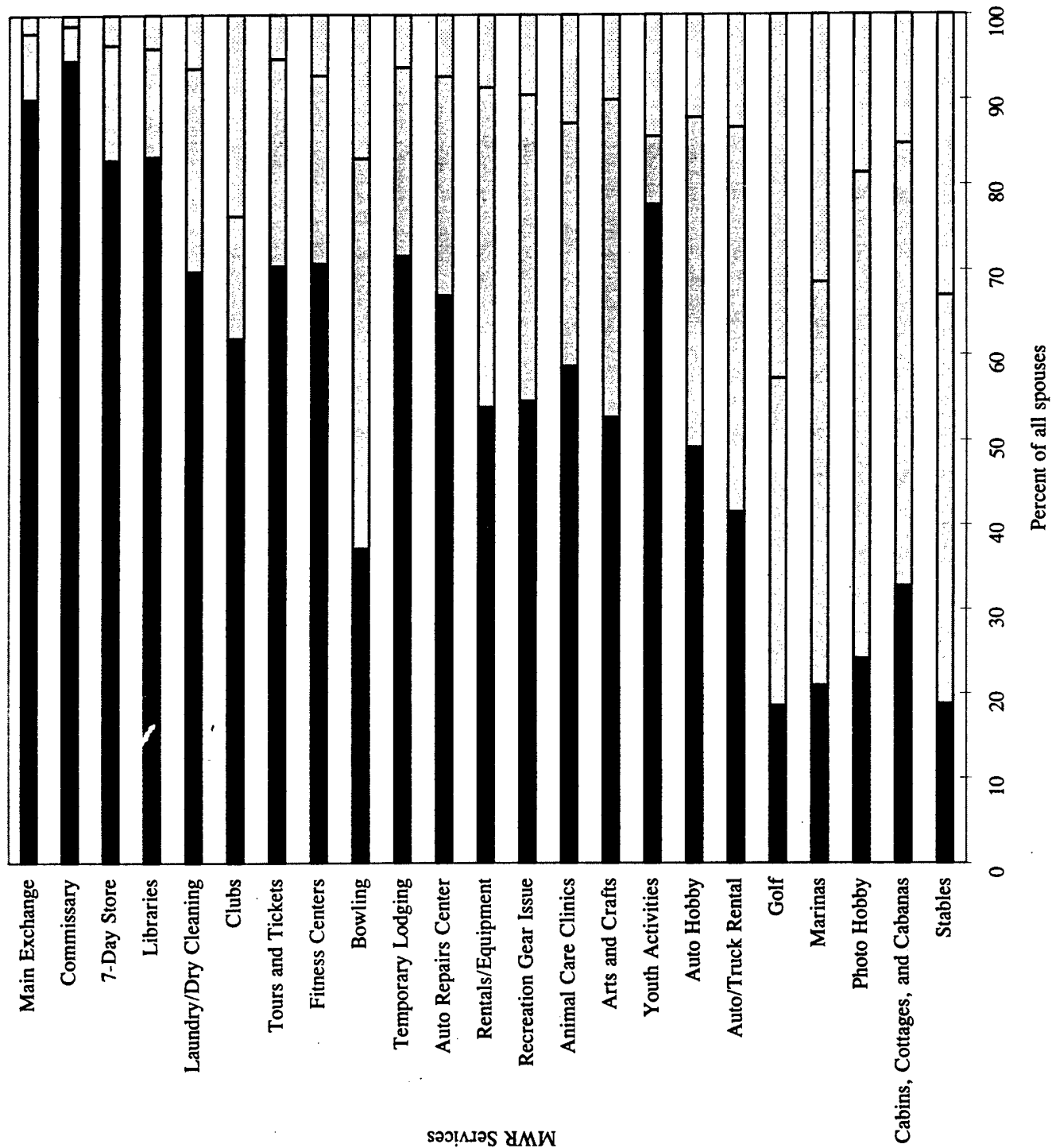


Figure 5.2.2.. Spouses' MWR services ratings of importance

■ *Are perceived importance ratings related to program or service usage?*

As one would expect, ratings of importance are strongly related to whether respondents have ever used a program or service, especially among members (see Figures 5.2.3 and 5.2.4). For the majority of MWR services, the proportion of members that rates the services as important is higher than the proportion that actually uses them. This pattern may indicate that members and spouses value the availability of these services even though they may not have used them yet.

For about one-third of the services, however, the proportion of respondents that uses them exceeds the proportion that rates them as important. For example, although nearly two-thirds of members and over half of spouses use bowling services, only about a third of respondents rate this service as important or very important. Among members and spouses, the proportion of users also exceeds the proportion rating the service as important for clubs, the main exchange, the commissary, and 7-day stores.

■ *Which services do both users and non-users rate as important?*

The value of MWR services can also be assessed by examining the extent to which both users and non-users rate them as important. Although non-users are far less likely to rate services as important or very important, substantial proportions of non-users still consider some services important (see Table 5.2.1). Among members, more than a third of non-users rate libraries, temporary lodging facilities, and the commissary as important or very important. A third or nearly a third rate the main exchange, youth activities, auto repair centers, recreation gear issue, tours and tickets, and auto hobby shops as important or very important.

Among spouses, more than half of non-users rate the commissary and libraries as important or very important. A substantial proportion of military spouses who are non-users rate the following services as important or very important: temporary lodging facilities, youth activities, the main exchange, auto repair centers, fitness centers, and tours and ticket services. About a third of spouses who are non-users rate animal care clinics, laundry/dry cleaning services, arts and crafts centers, recreation gear issue, and rentals/equipment as important or very important.

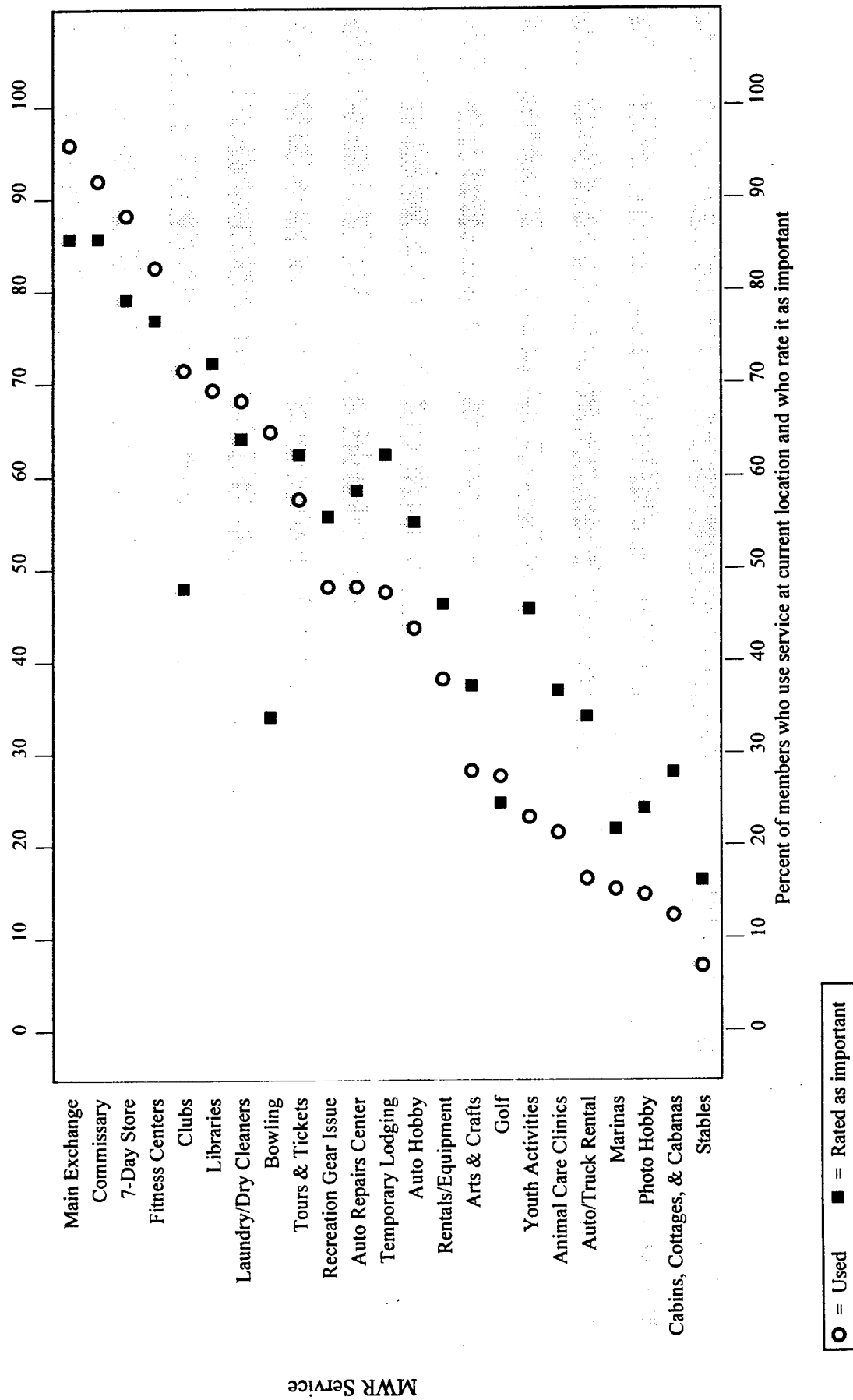


Figure 5.2.3. Member usage of MWR services and ratings of importance

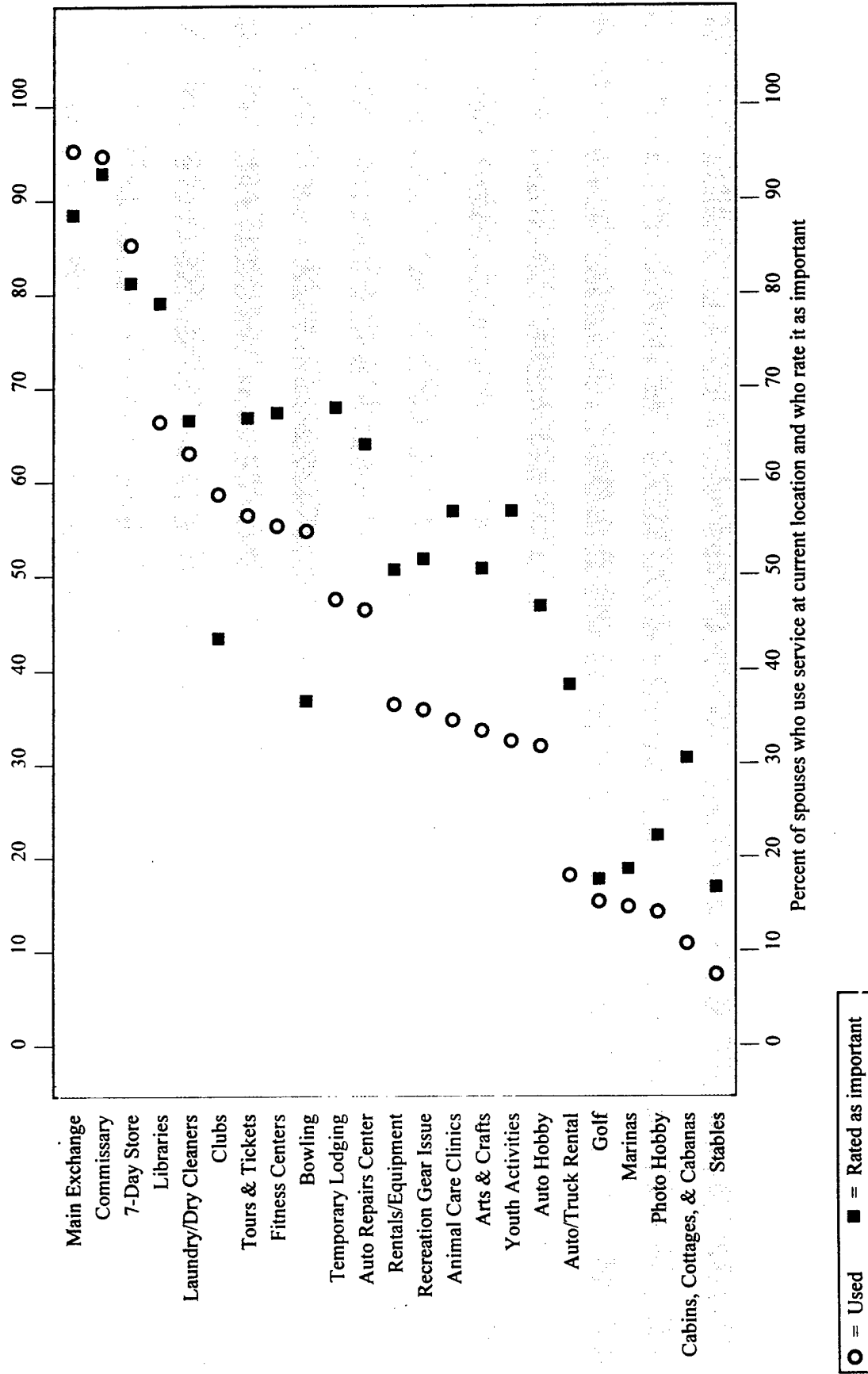


Figure 5.2.4. Spouse usage of MWR services and ratings of importance

Table 5.2.1

Ratings of importance of MWR services by member and spouse users and non-users

	Members (%)		Spouses (%)	
	Users	Non-Users	Users	Non-Users
Recreation				
Bowling	45.2	12.2	52.0	15.9
Golf	63.2	10.4	66.3	8.3
Marinas	65.7	13.0	68.9	10.7
Stables	56.3	12.3	62.0	13.2
Fitness Centers	88.1	25.8	89.9	39.5
Rentals				
Tours and Tickets	83.2	29.4	89.5	37.4
Recreation Gear Issue	82.5	30.4	86.0	31.9
Cabins, Cottages, Cabanas	80.2	22.2	81.7	24.1
Rentals/Equipment	79.5	26.7	83.4	31.5
Auto/Truck Rental	76.8	24.9	82.8	28.6
Hobbies				
Libraries	87.5	35.0	94.3	50.2
Arts and Crafts Center	76.2	22.9	83.9	32.8
Photo Hobby Shop	73.7	15.6	73.5	13.9
Auto Hobby Shop	86.7	29.6	87.7	24.5
Animal Care Clinic	84.7	25.9	92.7	35.1
Shops				
Main Exchange	88.0	32.8	91.3	39.9
7-Day Store	86.8	26.6	89.5	30.1
Laundry/Dry Cleaning	80.7	25.5	85.5	34.0
Auto Repairs Center	85.0	32.7	90.2	39.4
Commissary	90.7	37.6	95.4	55.5
Clubs	63.8	14.0	60.6	15.7
Youth Activities	89.0	33.1	94.1	41.1
Temporary Lodging	87.0	37.1	91.7	46.0

As noted previously, the survey asks about importance regardless of whether the respondent has ever used the program or service. However, data from non-user respondents are more likely to be missing than data from users on the question (see Appendix D). For some programs, data are missing from as many as 13 percent of respondents who are non-users. Also, ratings of importance for infrequently used services, such as photo hobby shops, stables, marinas, and cabins, cottages and cabanas, are more likely to be missing. In addition, respondents are more likely to give neutral ratings to infrequently used services. Perhaps non-users are unsure whether these services are important and, therefore, give them neutral ratings or skip the question.

- *Do members and spouses give similar ratings of importance to the 23 MWR services?*

As noted in section 5.1, when comparing spouses to members, the appropriate comparison is spouses to married members. As Figure 5.2.5 shows, married and single members often do not differ much in their importance ratings of MWR services. In general, most of the items are rated similarly by single and married members. Single members' ratings of importance, however, can affect differences between members and spouses on ratings of importance. For example, single members are less likely than married members to rate youth activities (34.6%), animal care clinics (29.5%), and arts and crafts centers (32.5%) as important or very important, probably because they use those services less frequently.

Figure 5.2.6, therefore, contrasts spouses' ratings of importance of the MWR services with the ratings of married members. Spouses are much more likely than married members to rate many of the services as important or very important. Among the programs spouses are more likely than married members to rate as important are: animal care clinics (55.1% versus 42.9%), arts and crafts centers (49.4% versus 41.0%), libraries (79.6% versus 73.2%), youth activities (57.8% versus 52.2%), and laundry/dry cleaning services (66.5% versus 60.9%). On the other hand, married members are much more likely than spouses to rate fitness centers (77.1% versus 67.5%), auto hobby shops (55.7% versus 46.1%), and golf services (25.2% versus 17.2%) as important or very important.

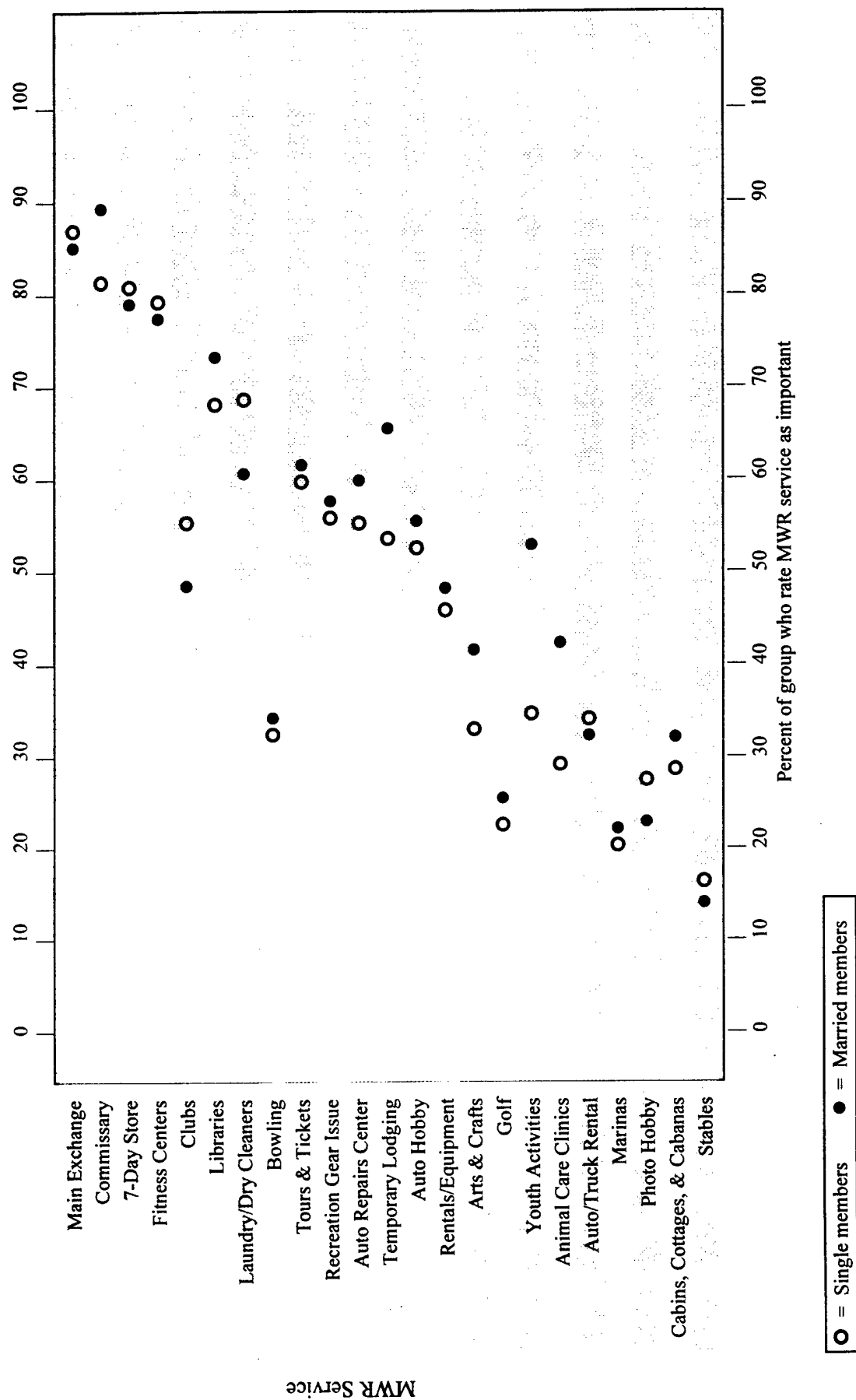


Figure 5.2.5. MWR services ratings of importance by single and married members

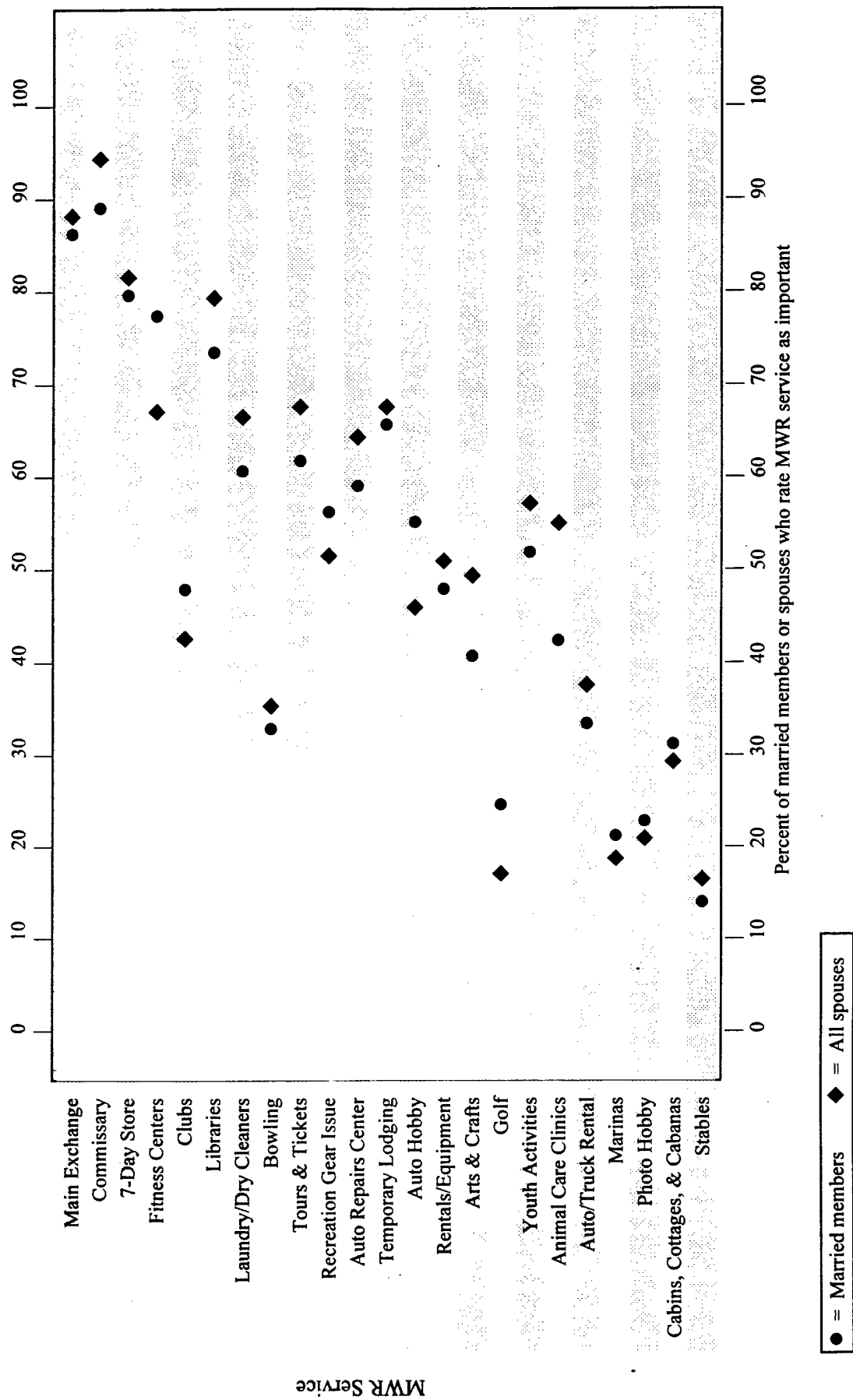


Figure 5.2.6. MWR services ratings of importance by married members and spouses

- *Which family programs receive high ratings of satisfaction?*
- *Which family programs receive low ratings of satisfaction?*

The survey asks respondents to report on satisfaction with programs only if they have actually used them. In general, users of the family support programs are satisfied with their experiences (see Figures 5.2.7 and 5.2.8). Chaplain/religious services, youth/adolescent programs, parent education programs, family support centers, and legal assistance programs receive high ratings of satisfaction. More than 80 percent of users are satisfied or very satisfied with these programs. As discussed in section 5.1, a substantial proportion of both members and spouses uses chaplain services, legal assistance programs, and family support centers. The combination of high ratings of satisfaction and relatively high use indicates that military members and their spouses value these programs.

Members who use information and referral services, financial counseling services, premarital programs, separation/deployment programs, transition assistance programs, and stress management programs also give them relatively high ratings of satisfaction. More than 70 percent are satisfied or very satisfied with them. Spouses also report relatively high satisfaction with these programs (see Figure 5.2.8). However, a somewhat smaller proportion of spouses than members is satisfied with the transition assistance and stress management programs.

Not all programs receive such high ratings. Among members, a relatively large percentage of users is dissatisfied with spouse employment services (43.5%). A sizable proportion also expresses dissatisfaction with housing office services (22.8%) and spouse/child abuse services (25.8%). Recall from section 5.1, however, that only a small fraction of members uses the latter service.

Substantial numbers of spouses that use spouse employment services express dissatisfaction with it (47.5%). Spouses also express dissatisfaction with housing office services (27.0%); child care services (23.6%); relocation services (21.3%); marriage and family counseling services (20.6%); and programs for families with special needs (23.0%).

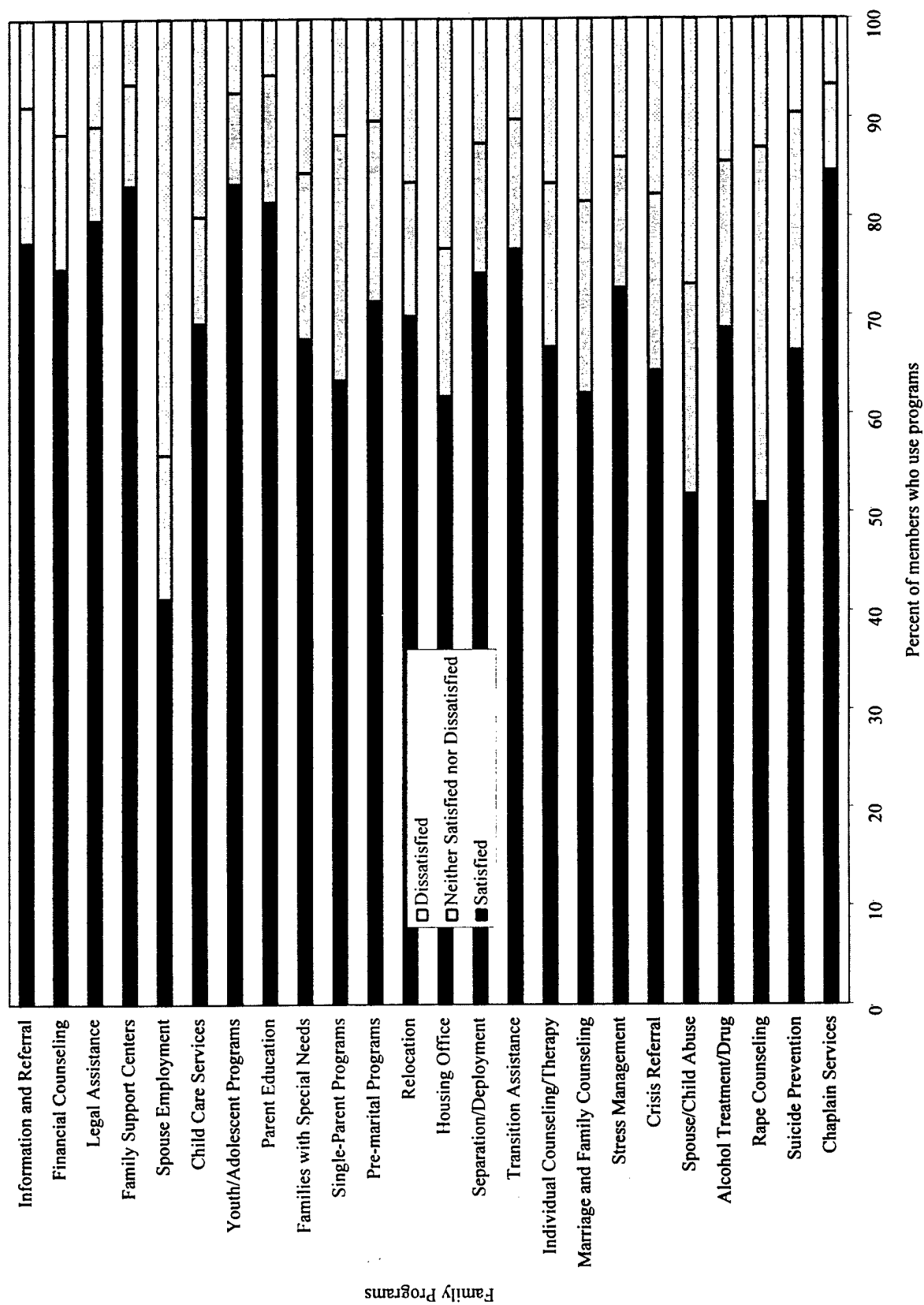


Figure 5.2.7. Members' ratings of satisfaction with family programs

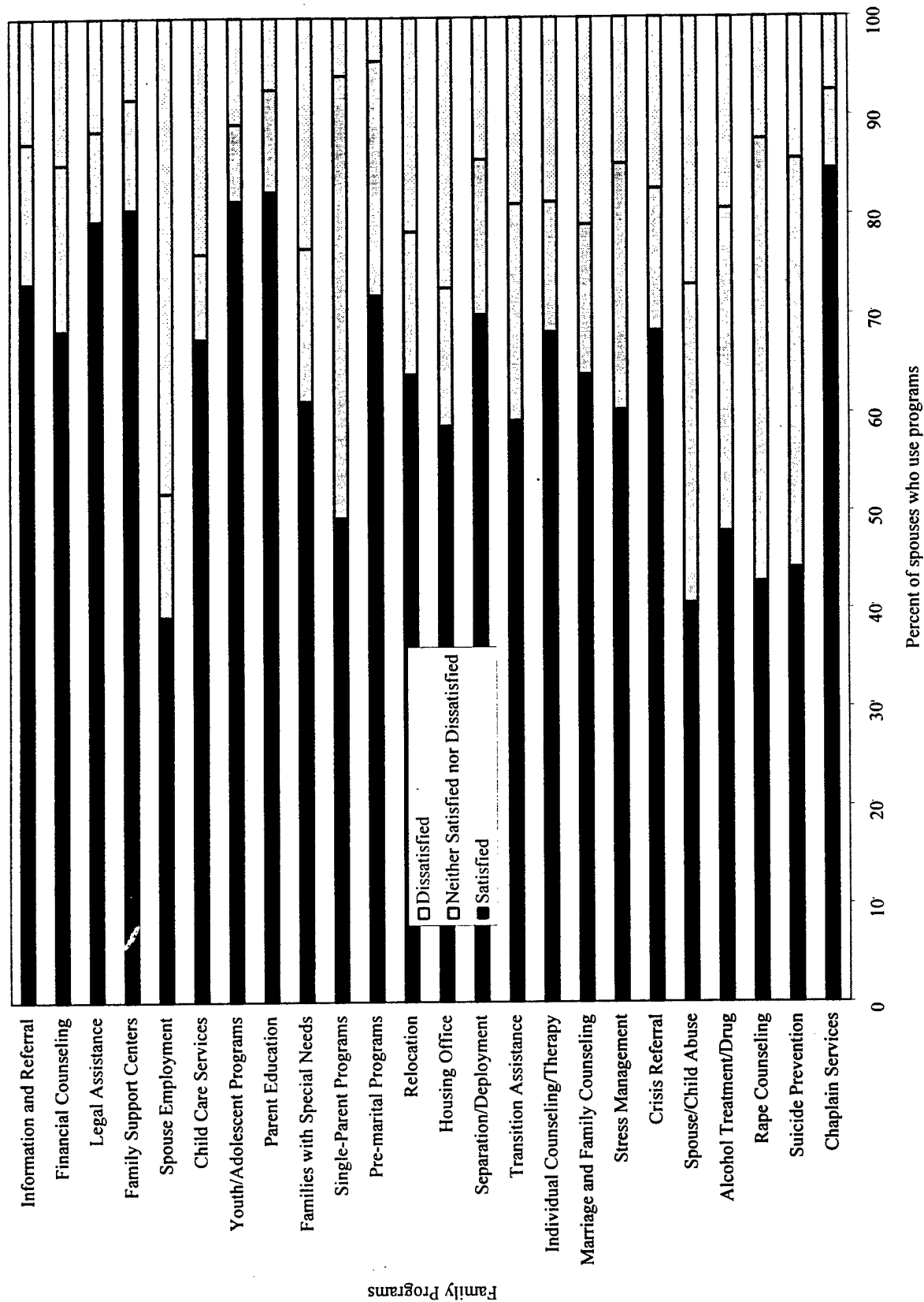


Figure 5.2.8. Spouses' ratings of satisfaction with family programs

As discussed in section 5.1, because more than half of all members and spouses use the housing office services, some concern is warranted over the level of dissatisfaction expressed with these services. Although a much smaller proportion of members and spouses uses the spouse employment and child care services, the proportions are not trivial. Thus, the level of dissatisfaction expressed with these programs also merits attention.

The proportion of users who report neither satisfaction nor dissatisfaction (neutral) tends to increase for crisis intervention programs such as suicide prevention, alcohol/drug treatment, and rape counseling programs, particularly among spouses. Respondents also give neutral ratings to single-parent programs.

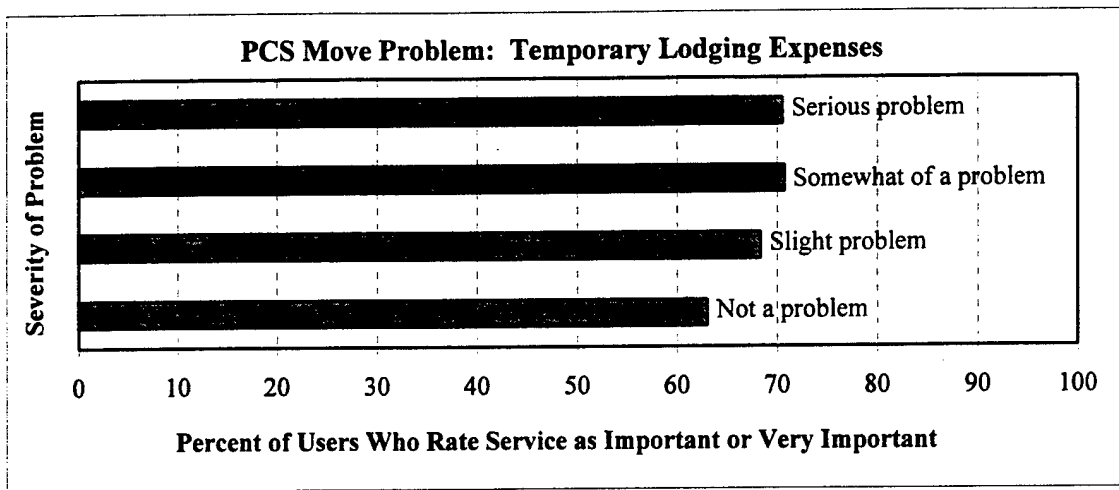
- *Do members and spouses give similar ratings of satisfaction to the 24 family programs?*

In general, members and spouses tend to give similar ratings of satisfaction to the family support services or programs. Exceptions include the stress management, transition assistance, and crisis intervention programs, including the alcohol abuse/drug treatment, spouse and child abuse, and rape counseling programs. For those programs, spouses report lower ratings of satisfaction than members do. Part of the reason is that spouses are more likely than members to report neutral ratings for those programs. Members are more likely than spouses to report a positive or negative rating than to report a neutral rating for any given program.

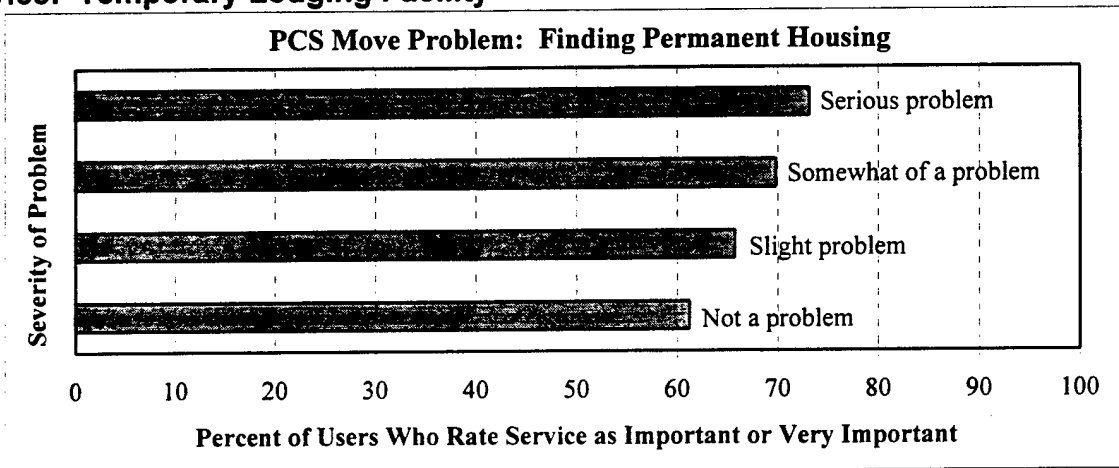
- *Do persons who experience specific difficulties express higher or lower ratings of importance or satisfaction with relevant programs?*

All respondents were asked to rate the importance of the MWR services; however, for family programs, only users were asked to rate their satisfaction with the programs. Because temporary lodging facilities services are included in the MWR services, it is possible to examine the association between problems with PCS moves and ratings of importance of temporary lodging facilities for all respondents. Those members and spouses who encounter problems with temporary lodging expenses are somewhat more likely to rate temporary lodging facilities as important or very important, compared to those who experience no difficulties. However, the difference between the two groups is not large and does not increase as the severity of the problem increases (see Figures 5.2.9 and 5.2.10). Persons who experience serious difficulties finding permanent housing, on the other hand, are more likely than those who do not to rate temporary lodging facilities as important or very important. The ratings are 73.2 percent versus 61.3 percent, respectively, among the members, and 59.6 percent versus 43.9 percent respectively, among the spouses. In this case, the proportion of respondents rating temporary lodging facilities as important or very important tends to increase as the severity of the problem increases.

Service: Temporary Lodging Facility



Service: Temporary Lodging Facility



Service: Temporary Lodging Facility

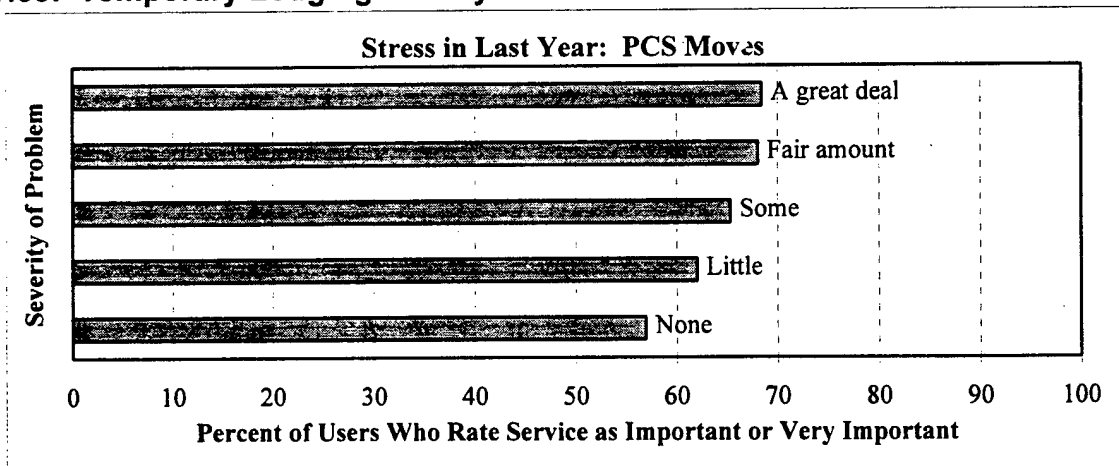
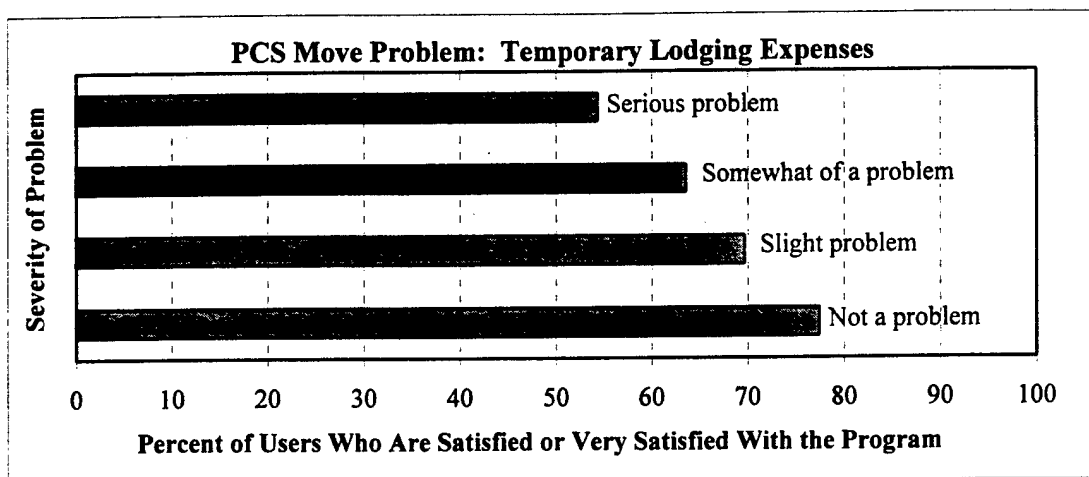
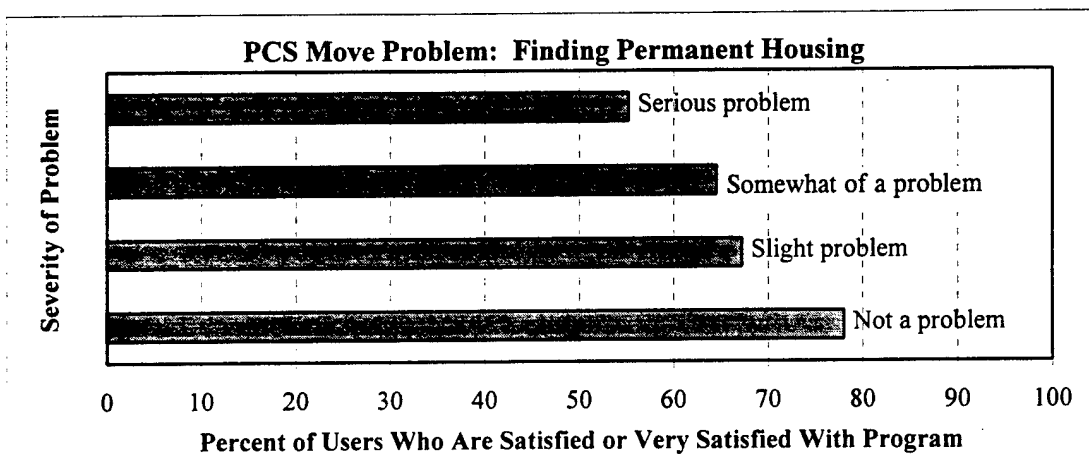


Figure 5.2.9. Percent of members with relocation problems who express importance and satisfaction ratings for MWR services and family programs

Program: Relocation Assistance



Program: Relocation Assistance



Program: Relocation Assistance

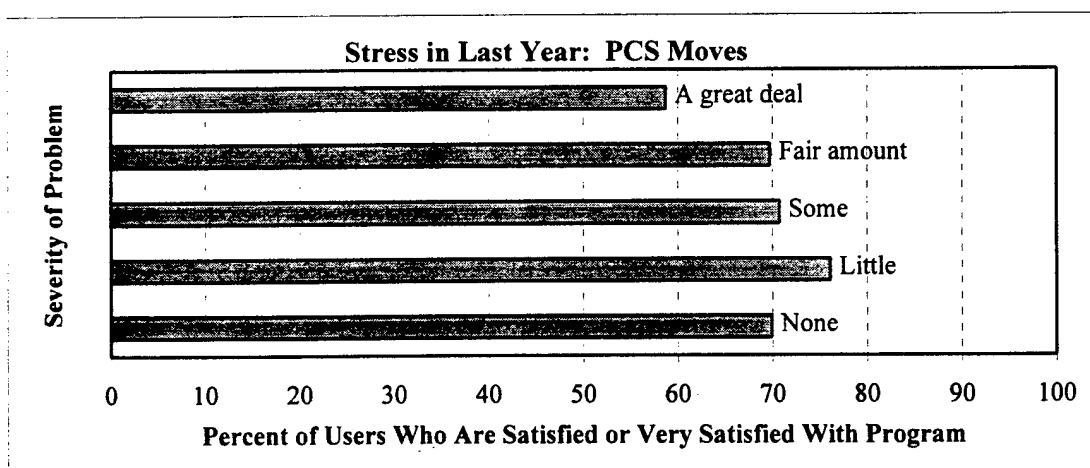
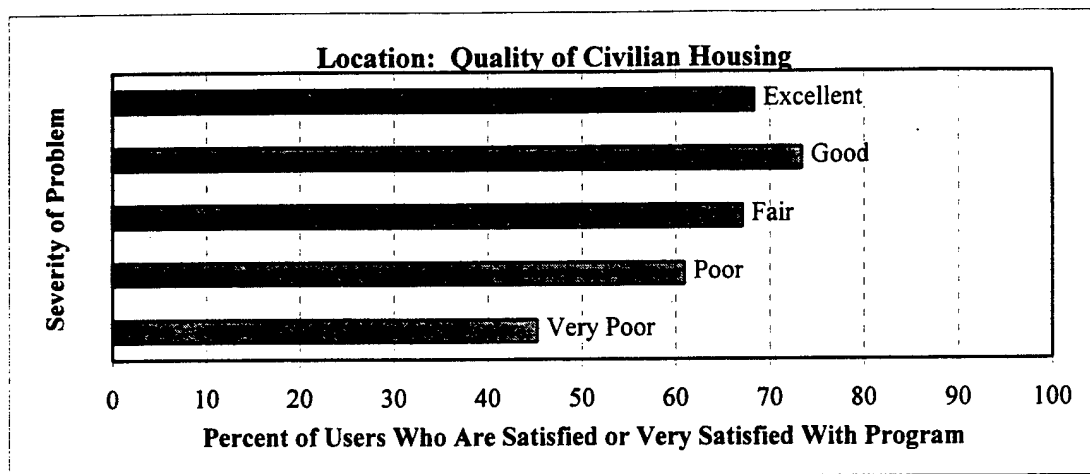
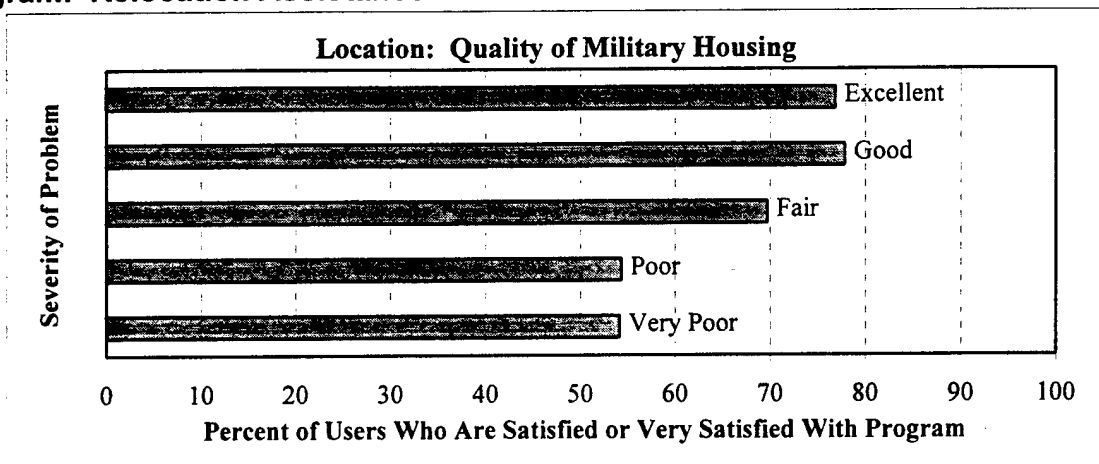


Figure 5.2.9. Percent of members with relocation problems who express importance and satisfaction ratings for MWR services and family programs (continued)

Program: Relocation Assistance



Program: Relocation Assistance



Program: Housing Office

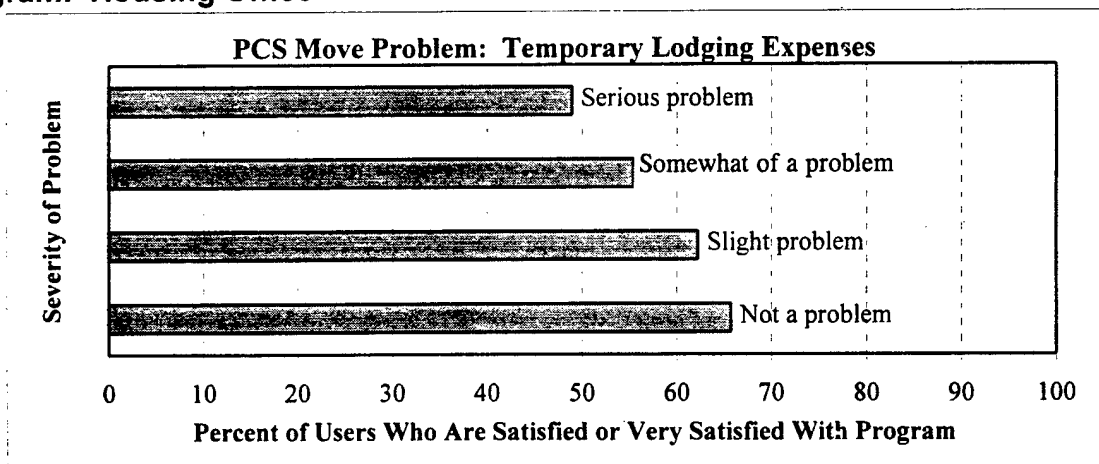
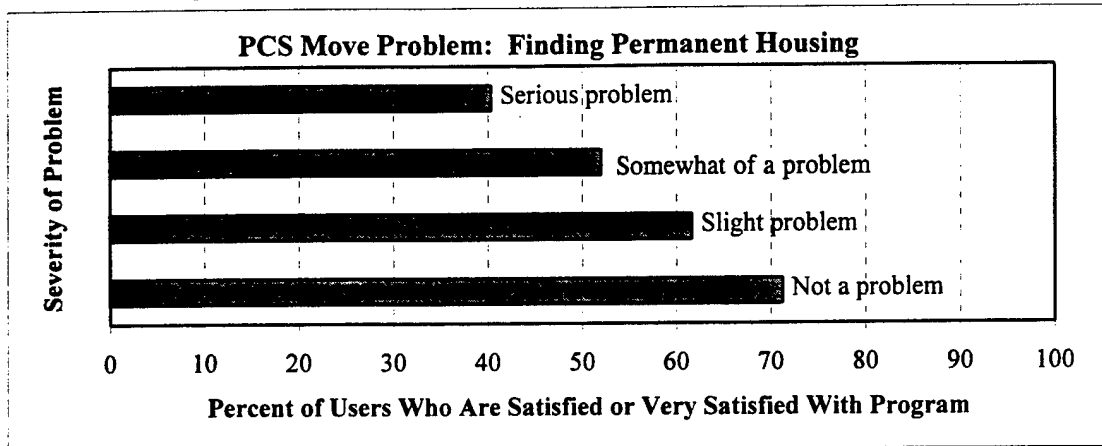
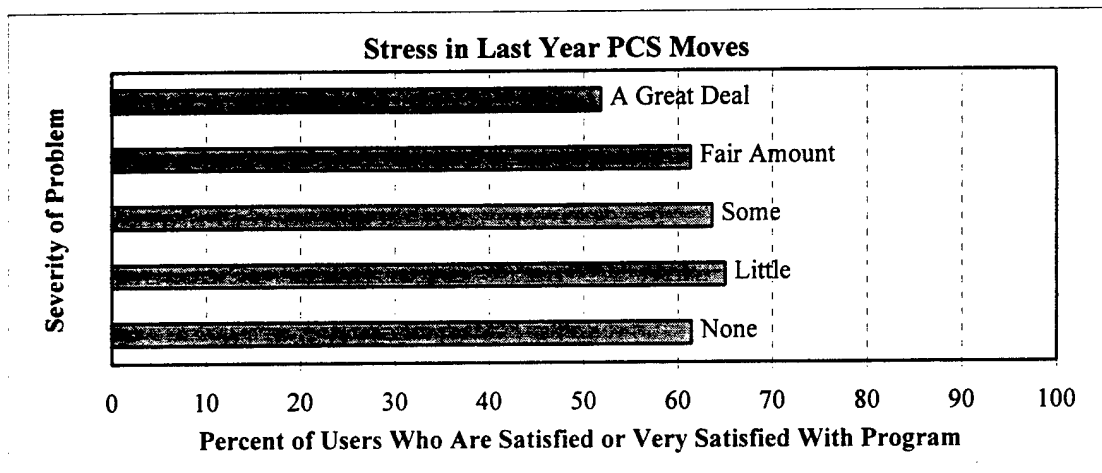


Figure 5.2.9. Percent of members with relocation problems who express importance and satisfaction ratings for MWR services and family programs (continued)

Program: Housing Office



Program: Housing Office



Program: Housing Office

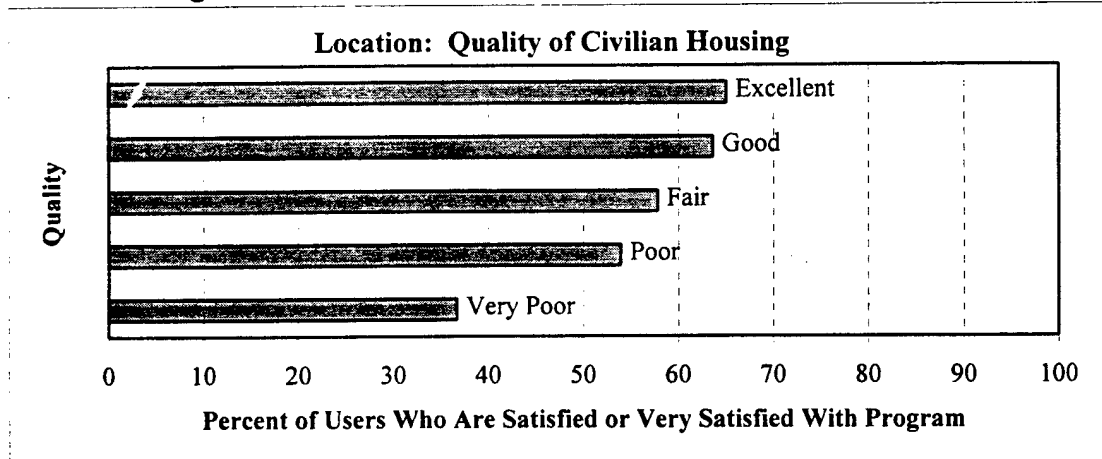


Figure 5.2.9. Percent of members with relocation problems who express importance and satisfaction ratings for MWR services and family programs (continued)

Program: Housing Office

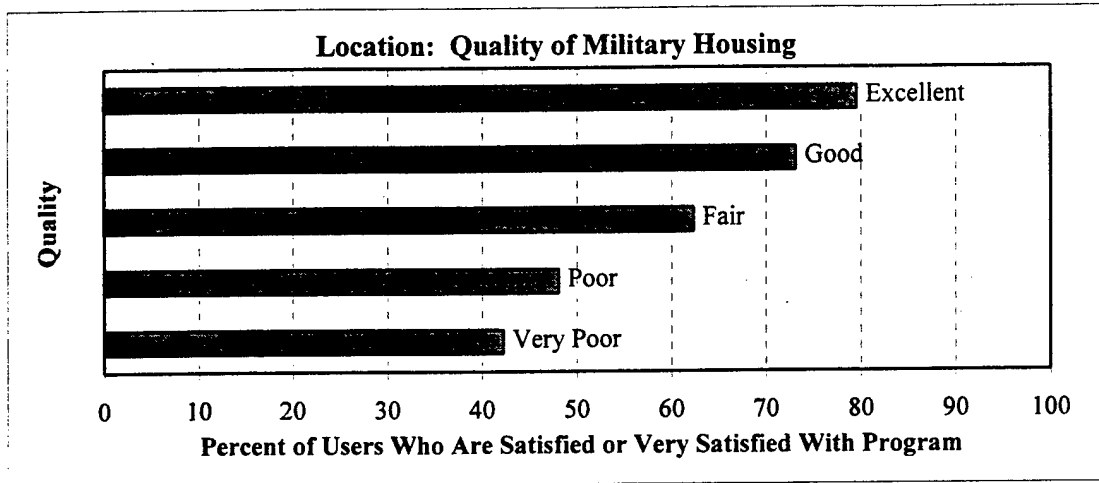
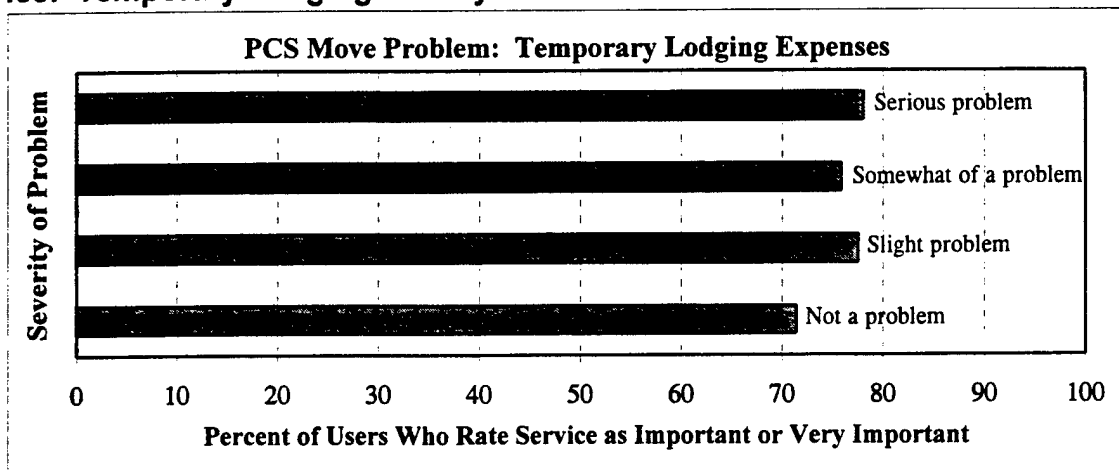
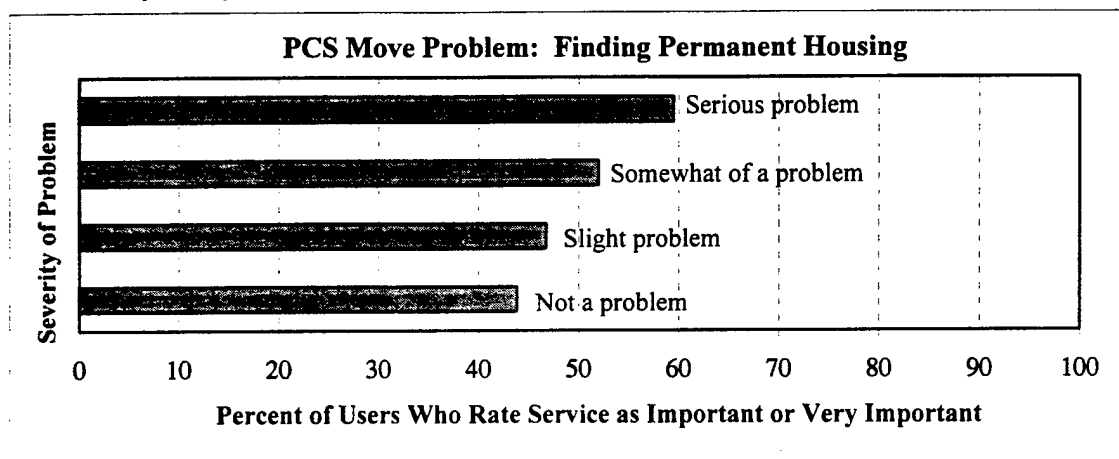


Figure 5.2.9. Percent of members with relocation problems who express importance and satisfaction ratings for MWR services and family programs (continued)

Service: Temporary Lodging Facility



Service: Temporary Lodging Facility



Program: Relocation Assistance

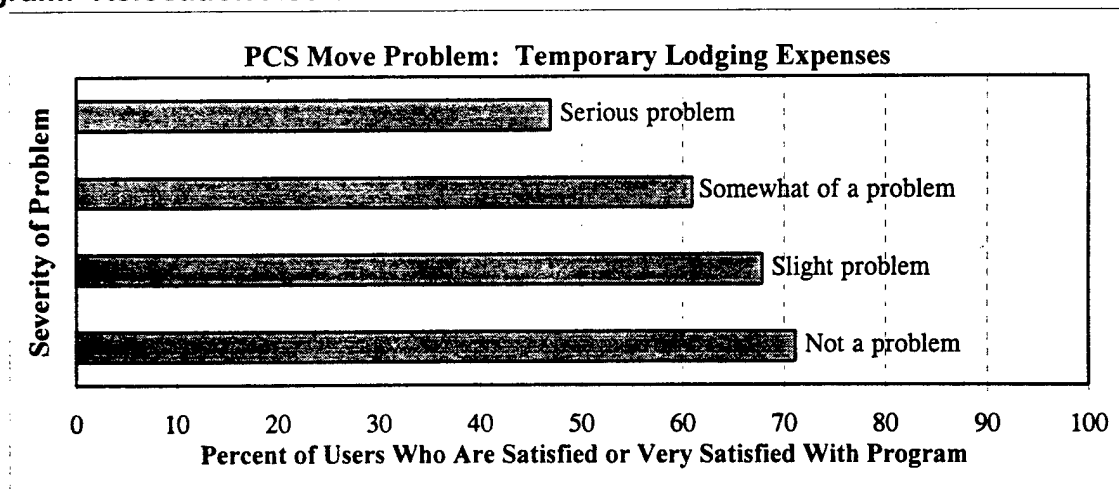
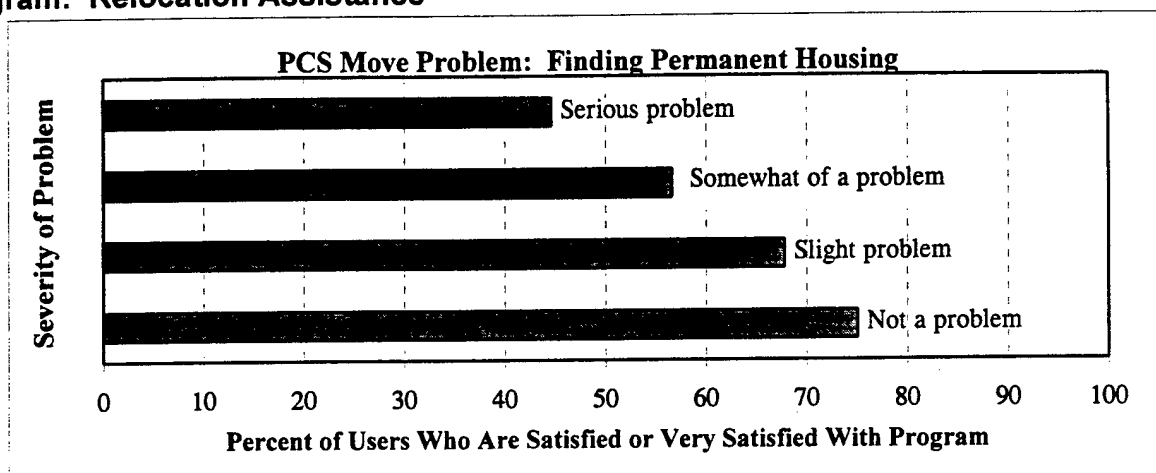
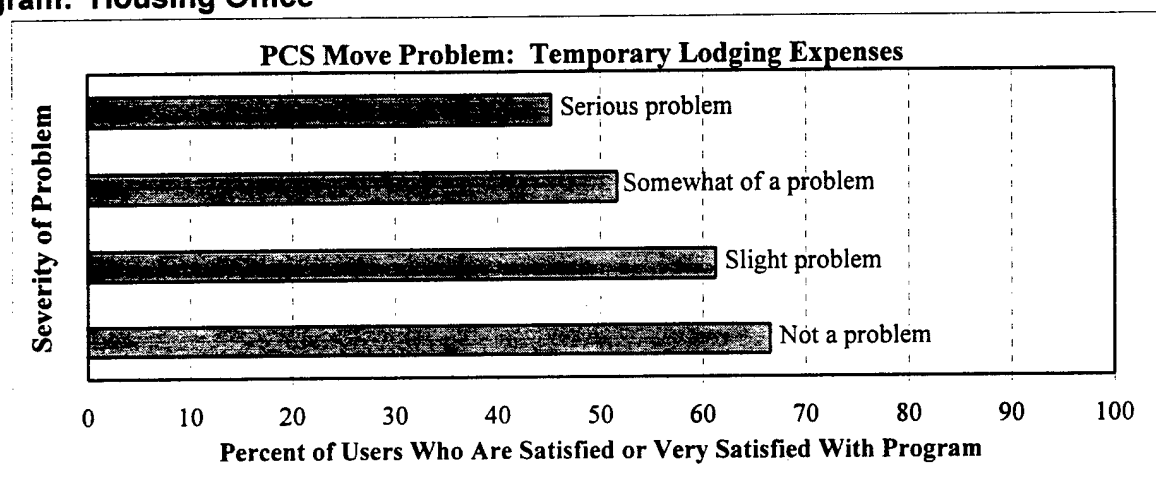


Figure 5.2.10. Percent of spouses with relocation problems who express importance of or satisfaction with MWR services and family programs

Program: Relocation Assistance



Program: Housing Office



Program: Housing Office

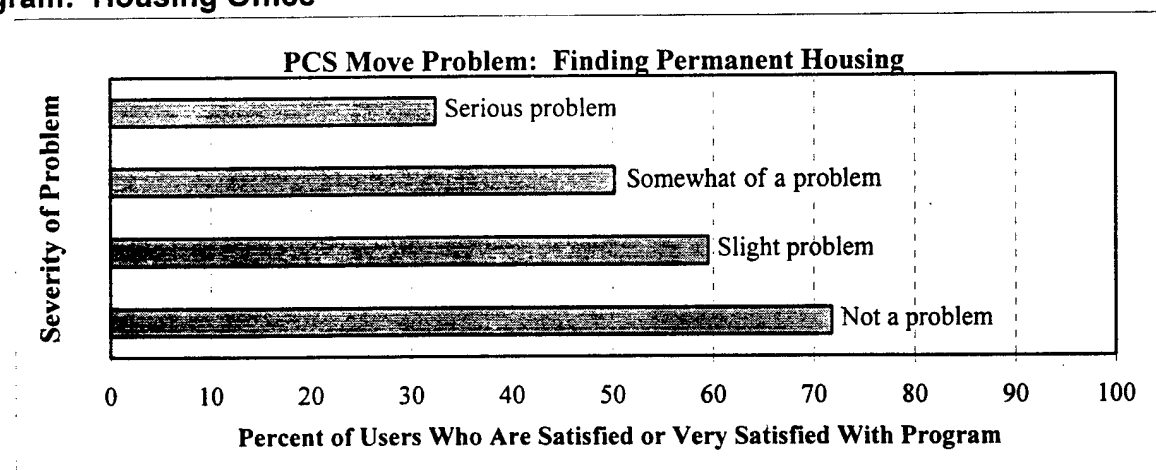


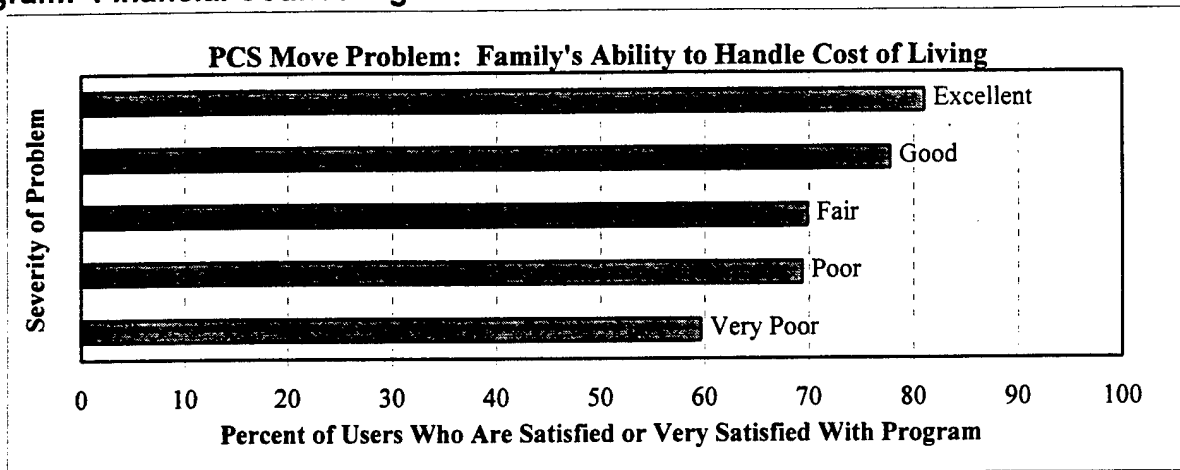
Figure 5.2.10. Percent of spouses with relocation problems who express importance of or satisfaction with MWR services and family programs (continued)

As noted previously, ratings of satisfaction were obtained only from users of the different family support services or programs. Members' ratings of satisfaction with financial counseling services were analyzed. Spouses' satisfaction with employment and child care services were also examined. Members who live in locations that they rate as very poor regarding their family's ability to handle the cost of living or the affordability of civilian housing are less likely to be satisfied or very satisfied with financial counseling services than members who live in locations that they rate more highly on these factors (see Figure 5.2.11).

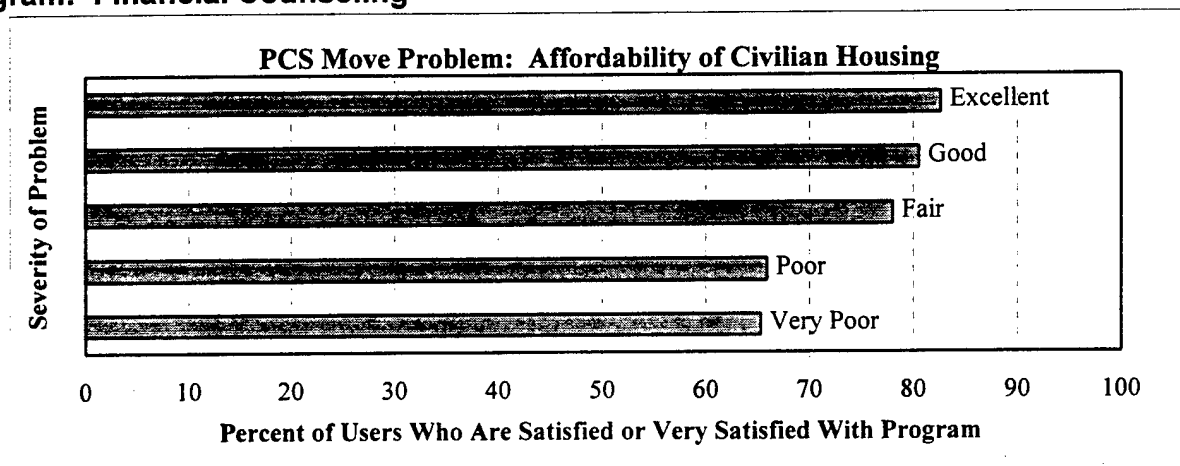
Among spouses, users who experience specific difficulties are consistently less likely to report being satisfied or very satisfied with the related program or service. This finding is true for users who experience PCS move problems, difficulty locating employment, or difficulty with child care (see Figures 5.2.10, 5.2.12, and 5.2.13). For example, only 32.5 percent of users who report that finding permanent housing is a serious problem are satisfied or very satisfied with housing office services, compared to 71.8 percent of users who report no difficulty finding permanent housing (see Figure 5.2.10). Similarly, only 19 percent of users of the spouse employment service who report serious problems finding civilian employment are satisfied or very satisfied with these services, compared to 71.2 percent of users who do not have a problem finding civilian employment (see Figure 5.2.12).

It is not surprising that persons experiencing difficulties would be less satisfied with programs. It is often more difficult to satisfy persons with acute problems than those with none. However, large differences in satisfaction between those people with problems and those without should serve as "red flags" to program providers. These programs are intended to address difficulties. Large differences in satisfaction between persons with severe difficulties and those with only minimal difficulties suggest that the programs may not be functioning as well as intended. Using these criteria, at least from the spouses' perspective, the housing office and spouse employment services, in particular, may need improvement.

Program: Financial Counseling



Program: Financial Counseling



Program: Housing Office

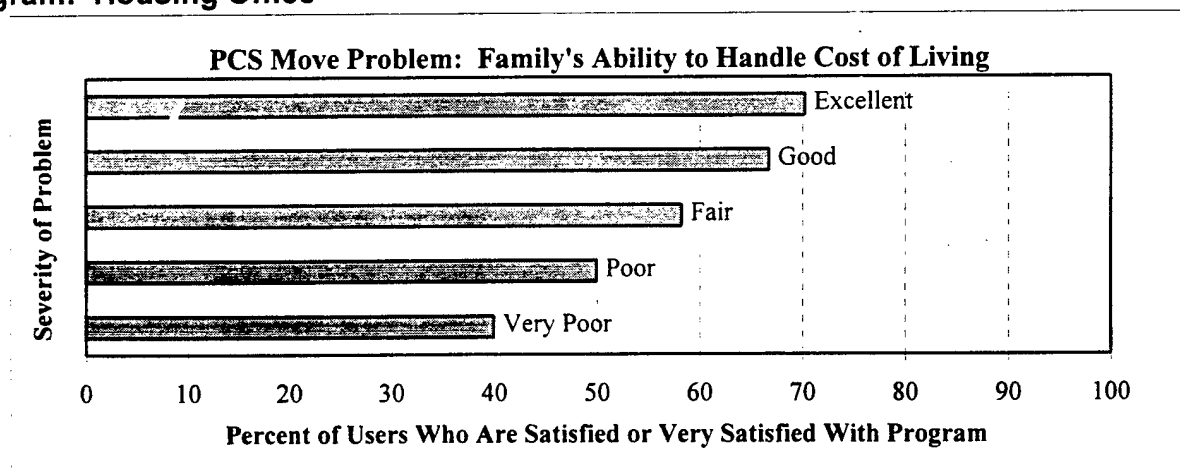
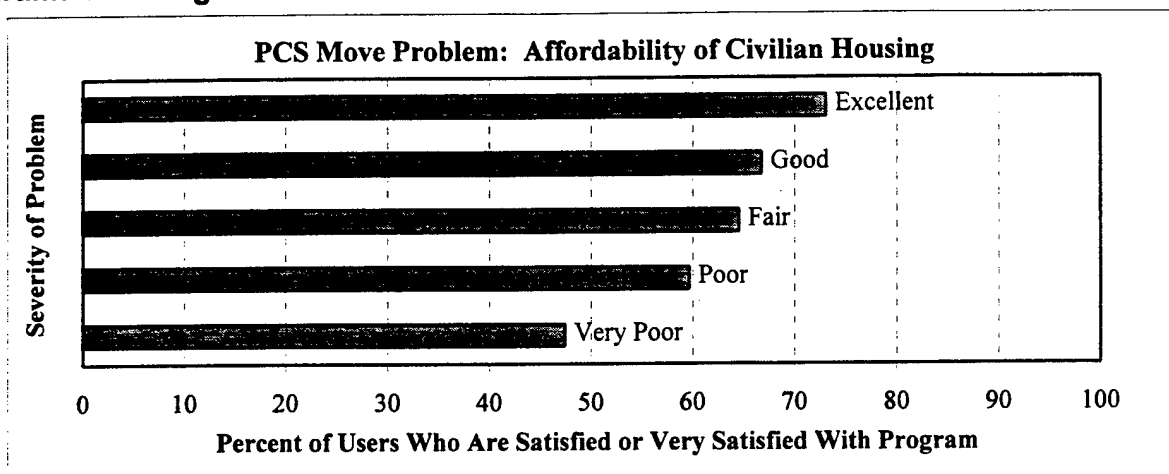
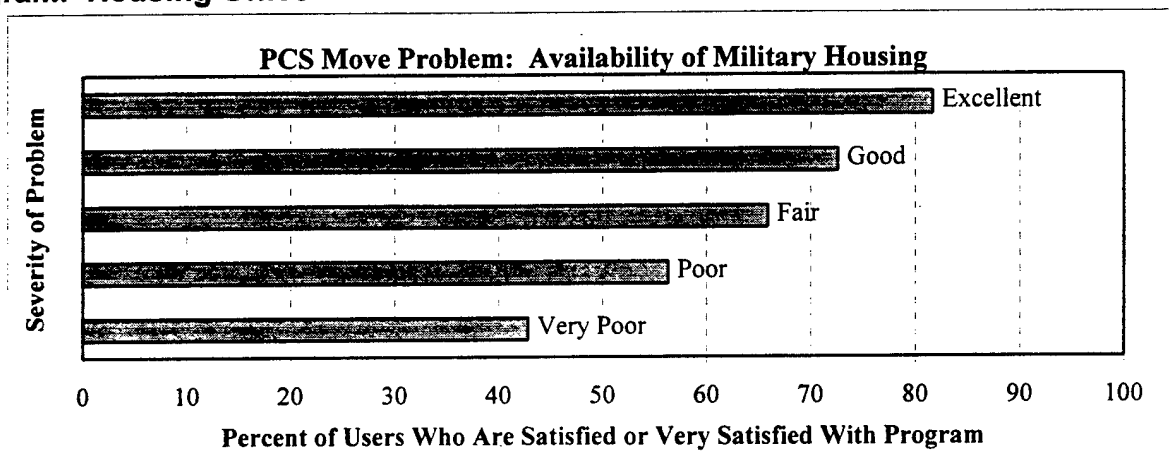


Figure 5.2.11. Percent of members with financial concerns who are satisfied with MWR services and family programs

Program: Housing Office



Program: Housing Office



Program: Family Support Centers

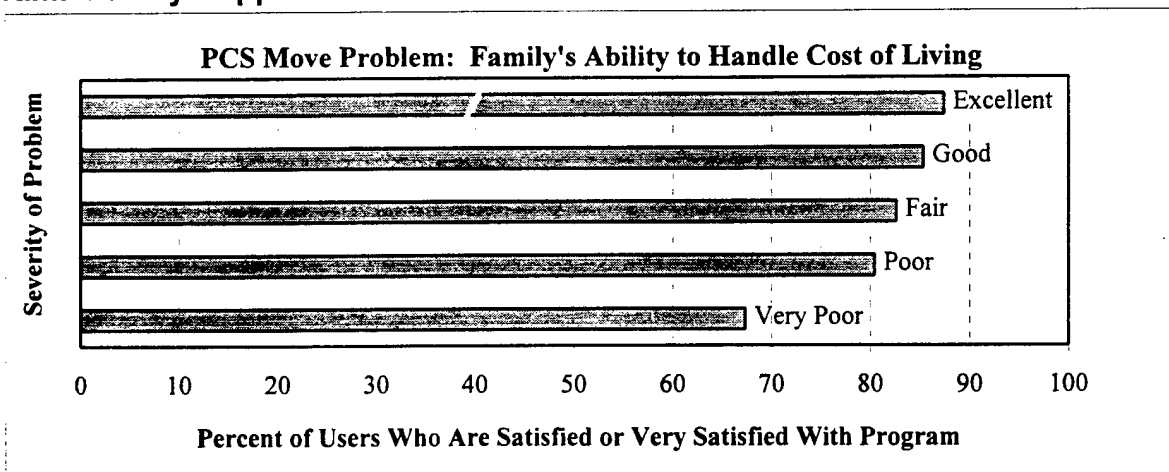
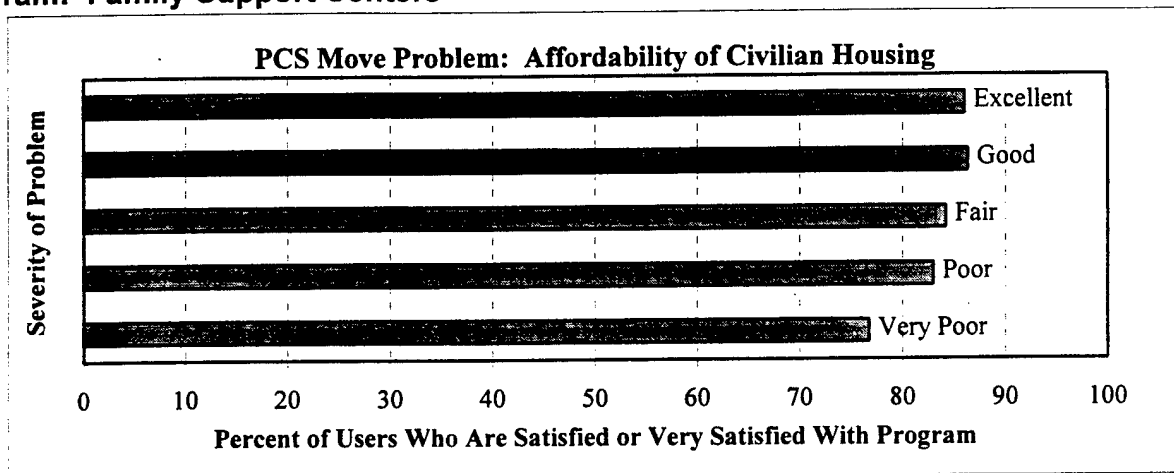


Figure 5.2.11. Percent of members with financial concerns who are satisfied with MWR services and family programs (continued)

Program: Family Support Centers



Program: Family Support Centers

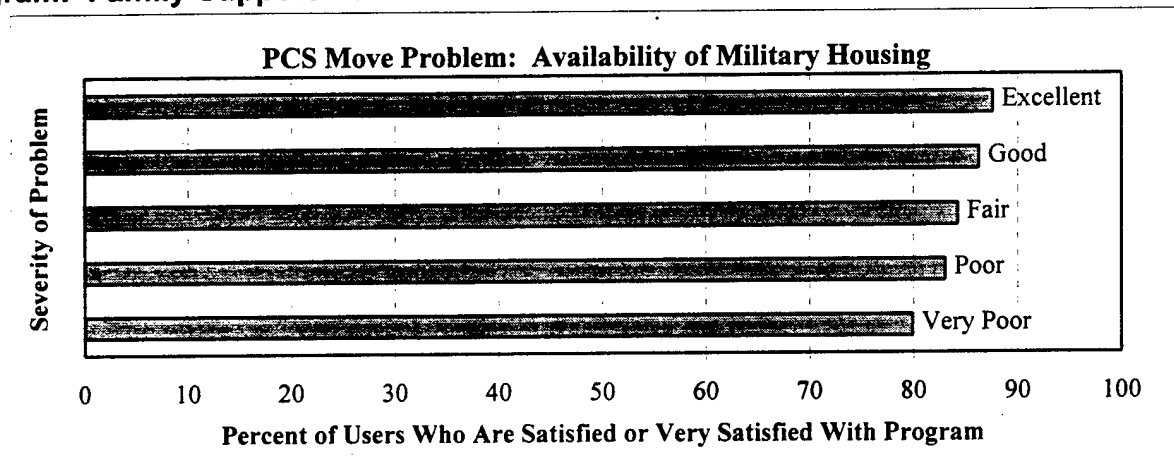
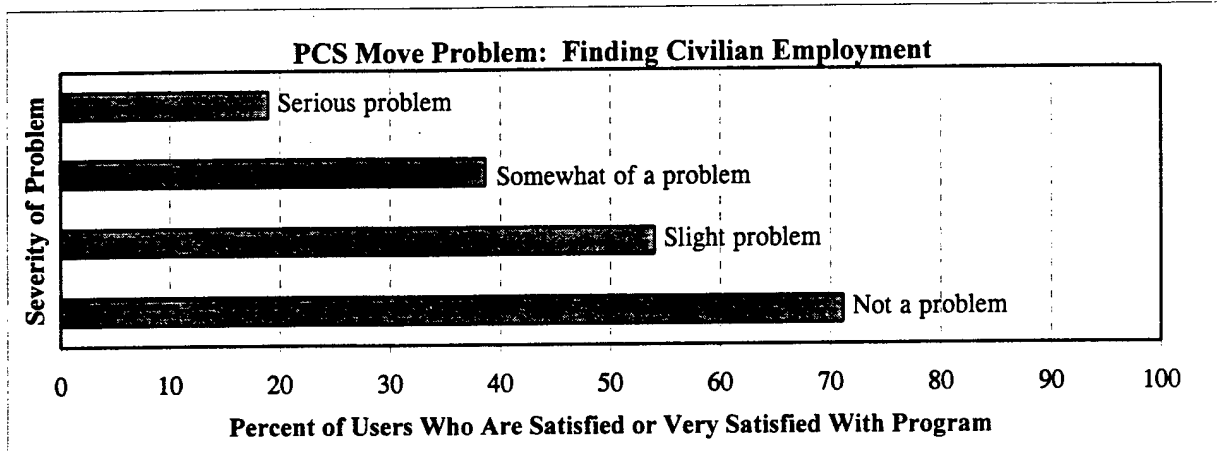
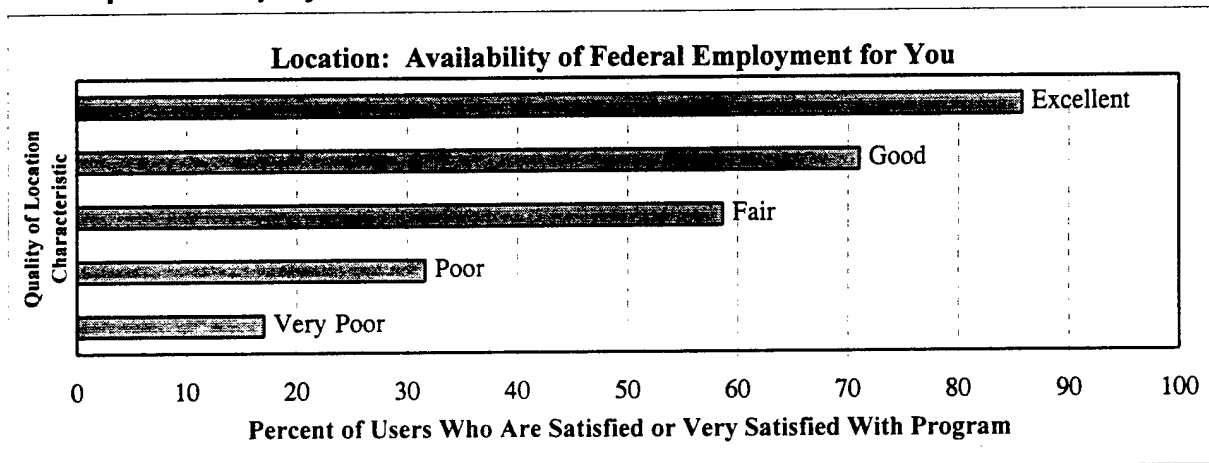


Figure 5.2.11. Percent of members with financial concerns who are satisfied with MWR services and family programs (continued)

Program: Spouse Employment



Program: Spouse Employment



Program: Spouse Employment

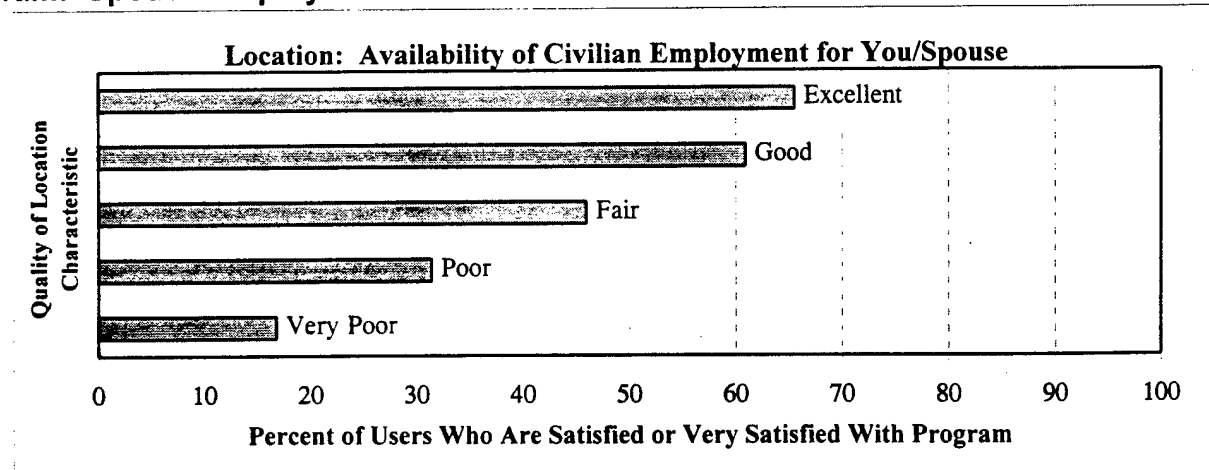
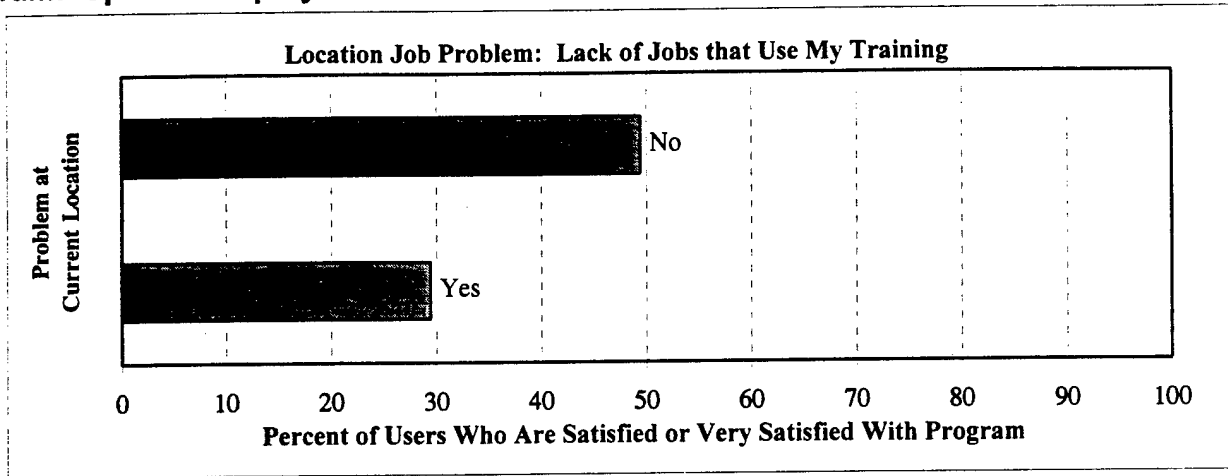
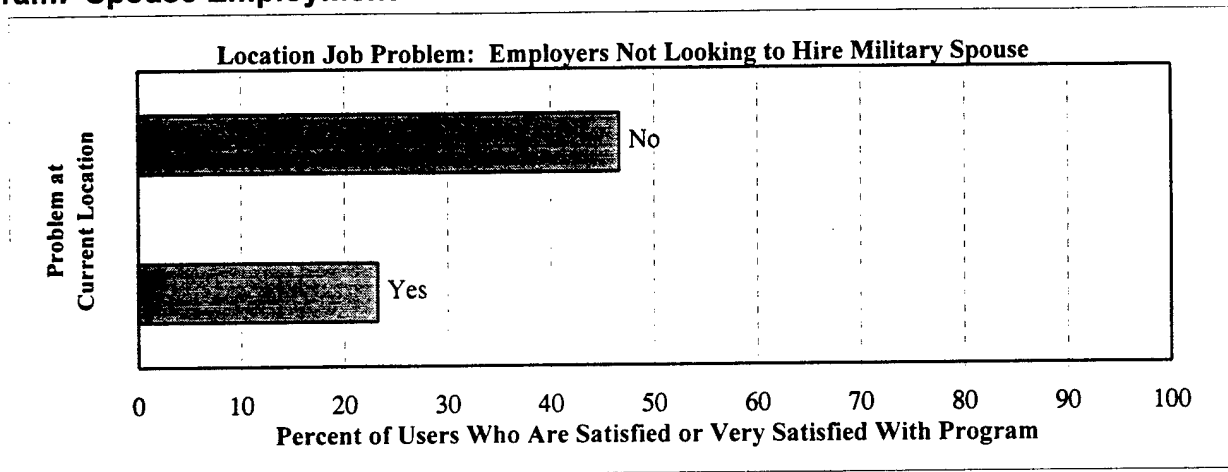


Figure 5.2.12. Percent of spouses with employment problems who are satisfied or very satisfied with related family programs

Program: Spouse Employment



Program: Spouse Employment



Program: Spouse Employment

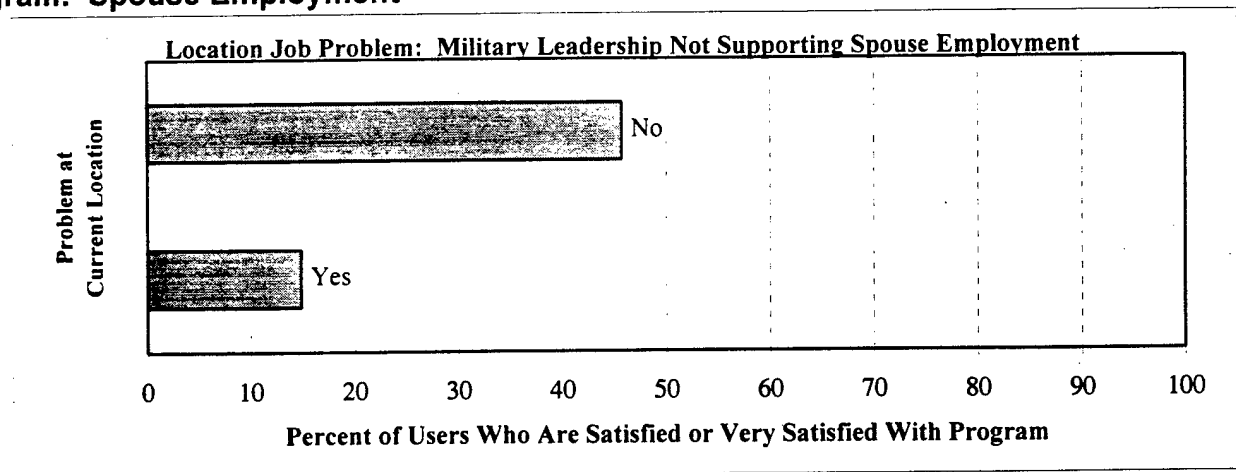
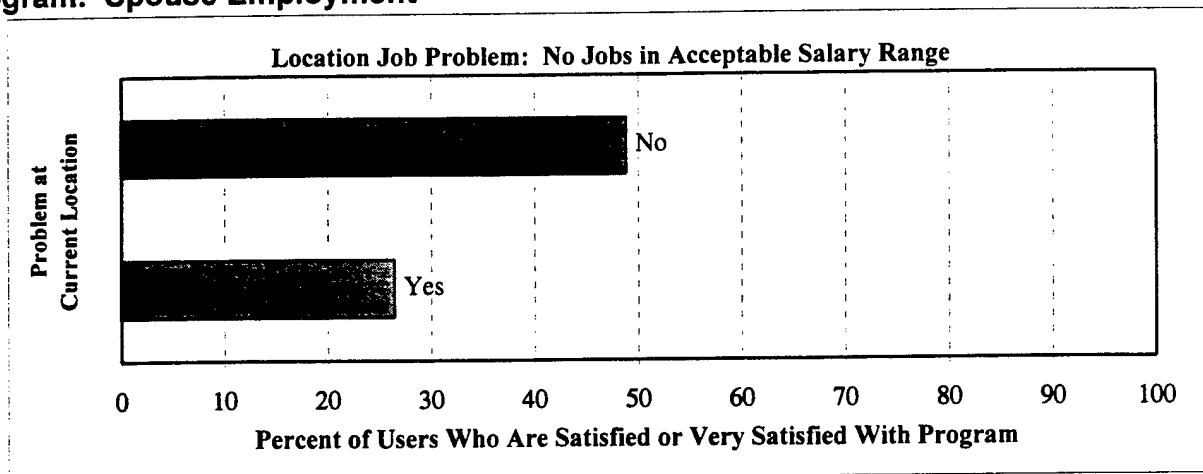
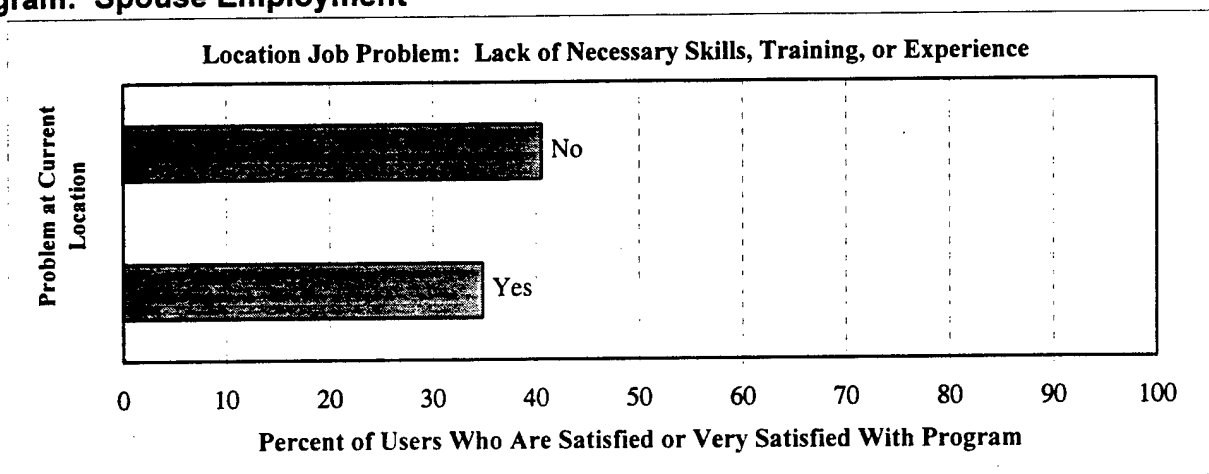


Figure 5.2.12. Percent of spouses with employment problems who are satisfied or very satisfied with related family programs (continued)

Program: Spouse Employment



Program: Spouse Employment



Program: Spouse Employment

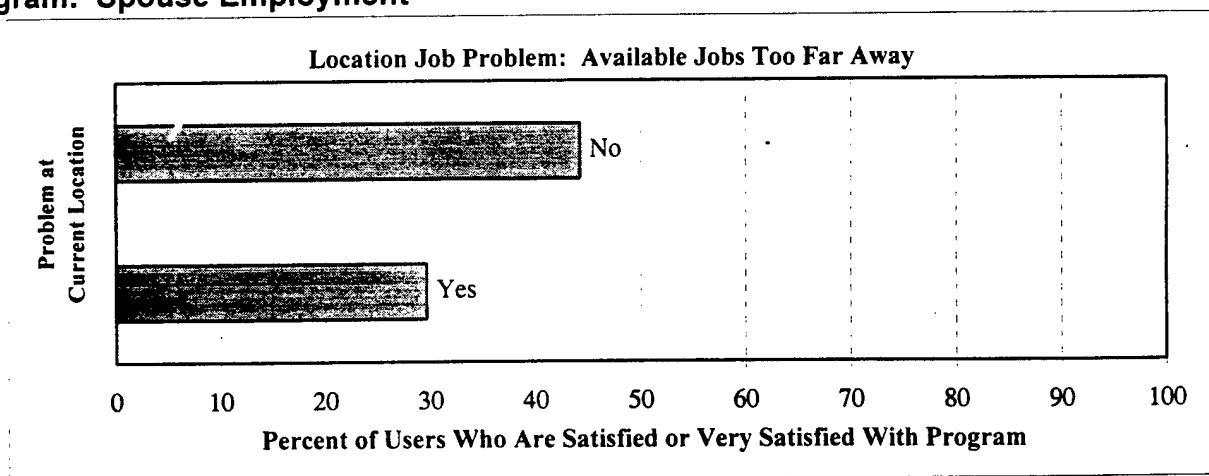
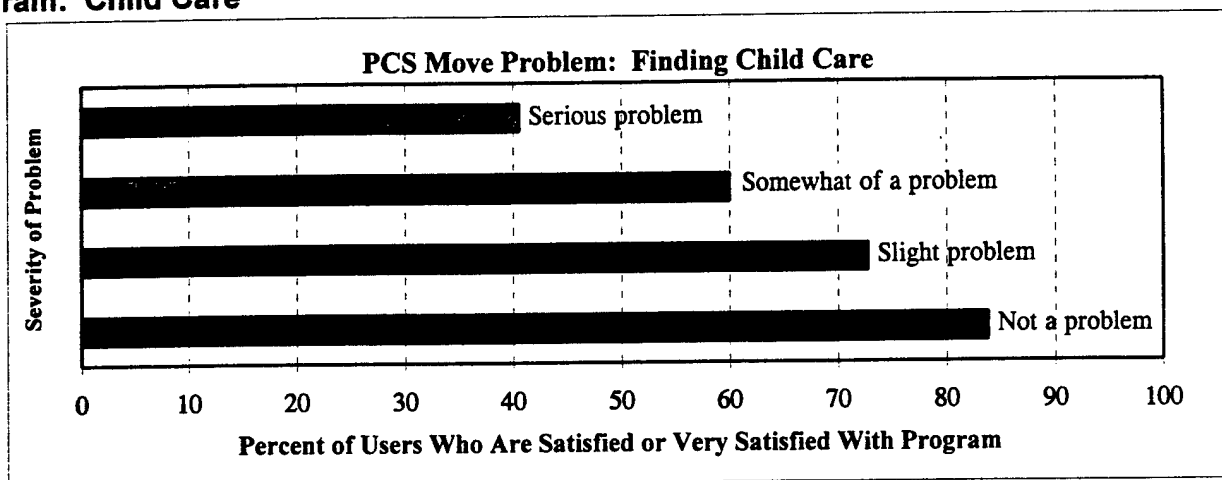
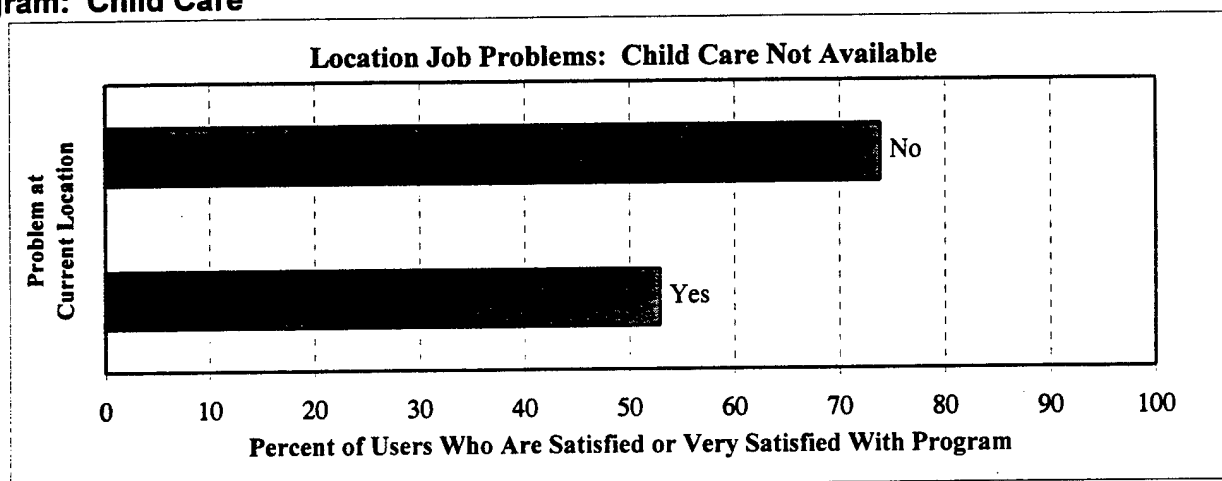


Figure 5.2.12. Percent of spouses with employment problems who are satisfied or very satisfied with related family programs (continued)

Program: Child Care



Program: Child Care



Program: Child Care

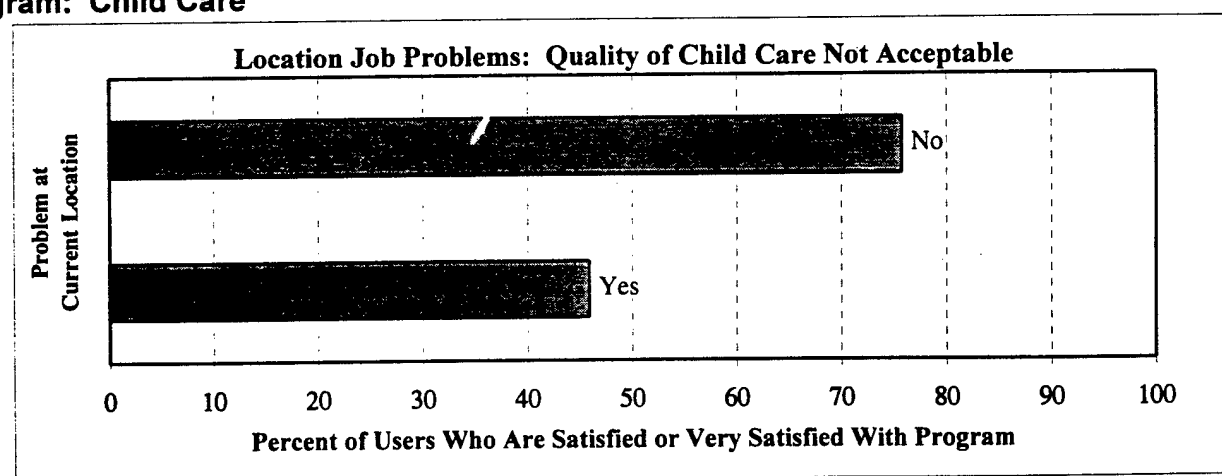
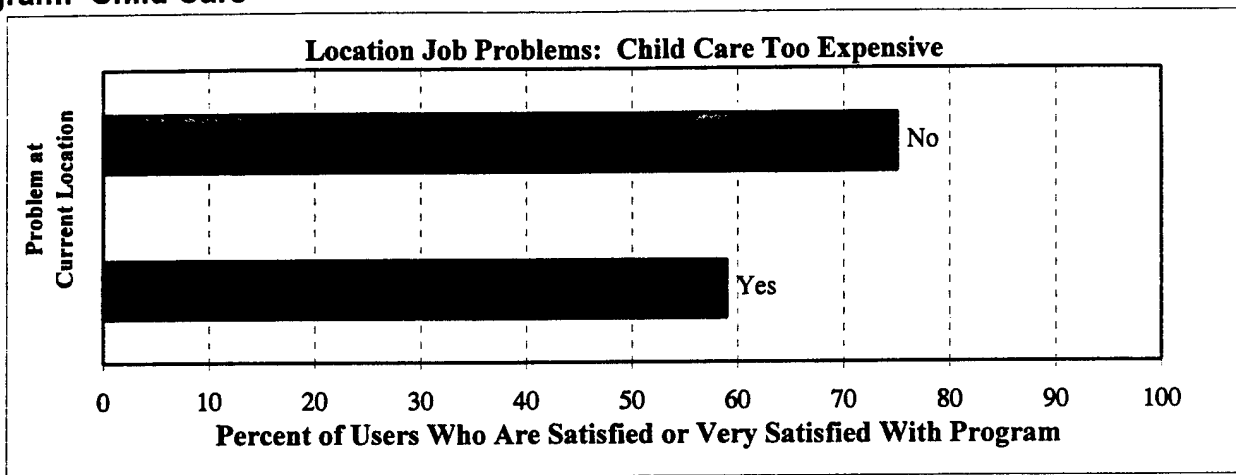


Figure 5.2.13. Percent of spouses with child care problems who are satisfied or very satisfied with related family programs

Program: Child Care



Program: Child Care

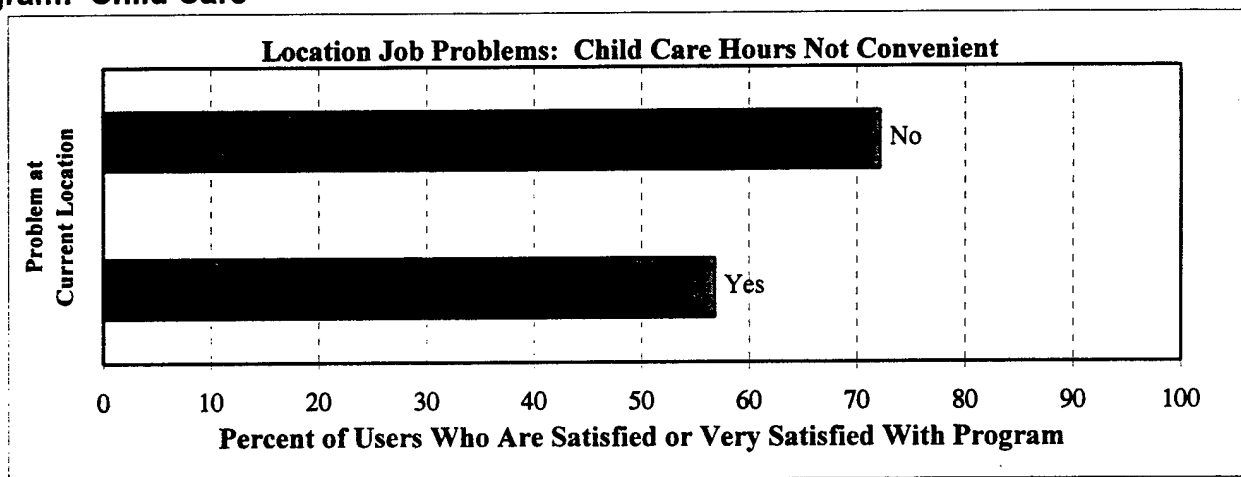


Figure 5.2.13. Percent of spouses with child care problems who are satisfied or very satisfied with related family programs (continued)

Summary

- Ratings of importance of the MWR services are strongly related to use: respondents who have used a service are more likely to rate it as important or very important.
- Considering both the level of use and level of importance respondents attach to the MWR services, military members and spouses value the commissary, the main exchange, 7-day stores, fitness centers, libraries, laundry services, temporary lodging facilities, tours and ticket services, and youth activities. They also value auto repair centers, recreation gear issue, and rentals/equipment services.
- The criteria of satisfaction and use indicate that members and spouses value the following family support services or programs highly: family support centers, legal assistance services, chaplain/religious services, and youth/adolescent programs.
- Three family support services or programs--the housing office, spouse employment services, and child care services--may need more attention because respondents report relatively high levels of dissatisfaction with them but also use them at a moderate to high rate.
- Spouses are more likely than married members to rate many of the MWR services as important or very important. Married members and spouses give similar ratings of satisfaction to the family programs.
- Persons who experience specific relocation problems are more likely to rate temporary lodging facilities as important or very important compared to persons who do not experience difficulties.
- Users of family programs who experience specific problems are often less satisfied with the programs than users who experience no problems.

5.3 Program Evaluation Data in Context

- *What are the demographic characteristics of military members and military spouses?*
- *Do the Services differ in the demographic composition of members and spouses?*

When developing and evaluating programs, it is useful to have information about the characteristics of the programs' potential users or customers. Such information may be used to determine whether a program is needed. For example, if only a small proportion of members has dependent children, it might be appropriate to allocate fewer resources to programs for young people than to other programs that would be more widely used. If a large number of members experience stress during PCS moves, it might be appropriate to devote greater resources to programs that help facilitate PCS moves. For the same reason, those responsible for the programs within each Service should have information about the characteristics and types of stresses their members or families of members encounter. This section of the report examines the characteristics of military members and their spouses and the types of stresses that they encounter. This section also examines whether the characteristics and stresses vary by Service.

Figure 5.3.1 shows the demographic composition of military personnel for each of the four Services. Most military members are in the E1-E4 or E5-E6 pay grades. Substantially fewer are in the E7-E9 or officer pay grades. This pattern is particularly pronounced for the Marine Corps. Nearly 60 percent of the Marine Corps members are in the junior enlisted military personnel category, compared to between 40 and 44 percent of members in the other Services. The Air Force and the Army, on the other hand, have a somewhat higher proportion of personnel in the upper pay grades. Over a quarter of the personnel in both the Army and Air Force are E7s or higher. The Air Force has the largest proportion of personnel in the officer pay grades. Nearly 20 percent of Air Force members are officers, compared to 15.5 percent of Army members, 12.8 percent of Navy members, and 10.6 percent of Marine Corps members.

Military members are predominantly male. In all four Services, over 80 percent are male. The Air Force has a somewhat higher percentage of female members (14.6%) than the other Services. The Marine Corps has the smallest percentage of females (4.8%). Military members are also typically white, although there is a significant percentage of minority members, especially in the Army. Nearly 40 percent of Army members belong to a minority group, compared to 27 percent of Navy members, 22 percent of Air Force members, and 28 percent of Marine Corps members.

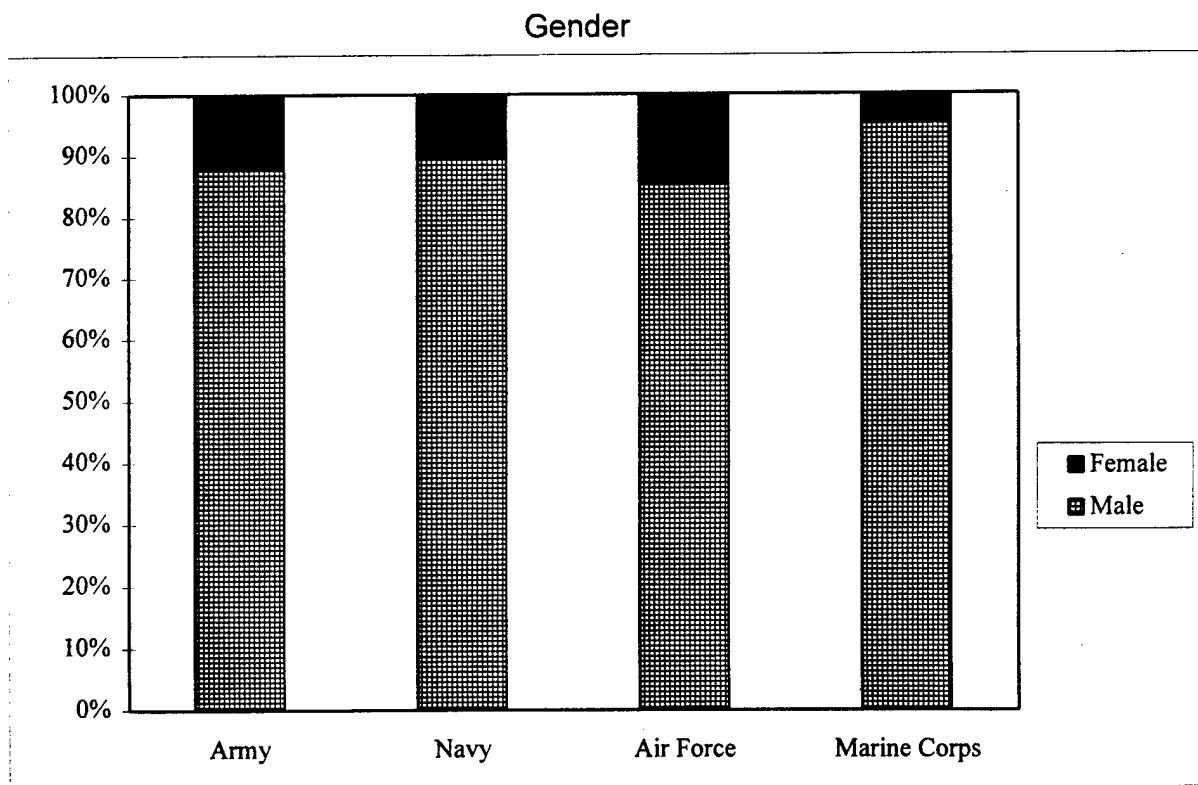
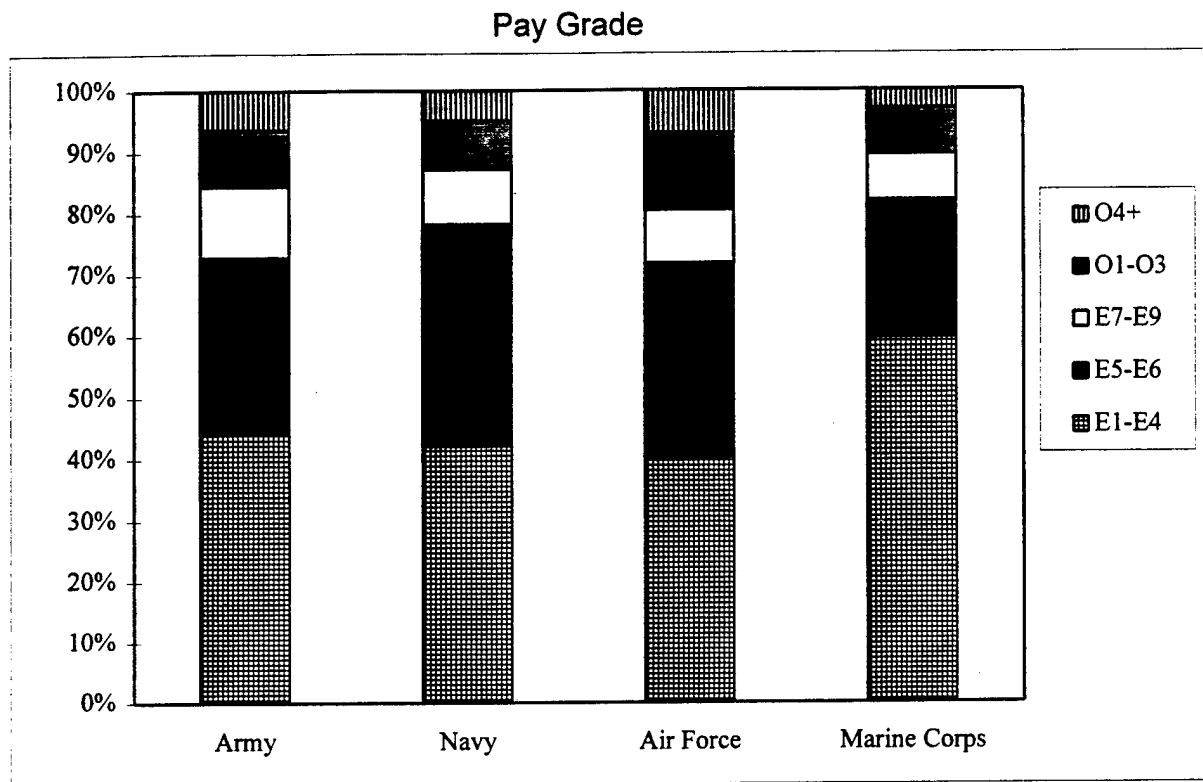
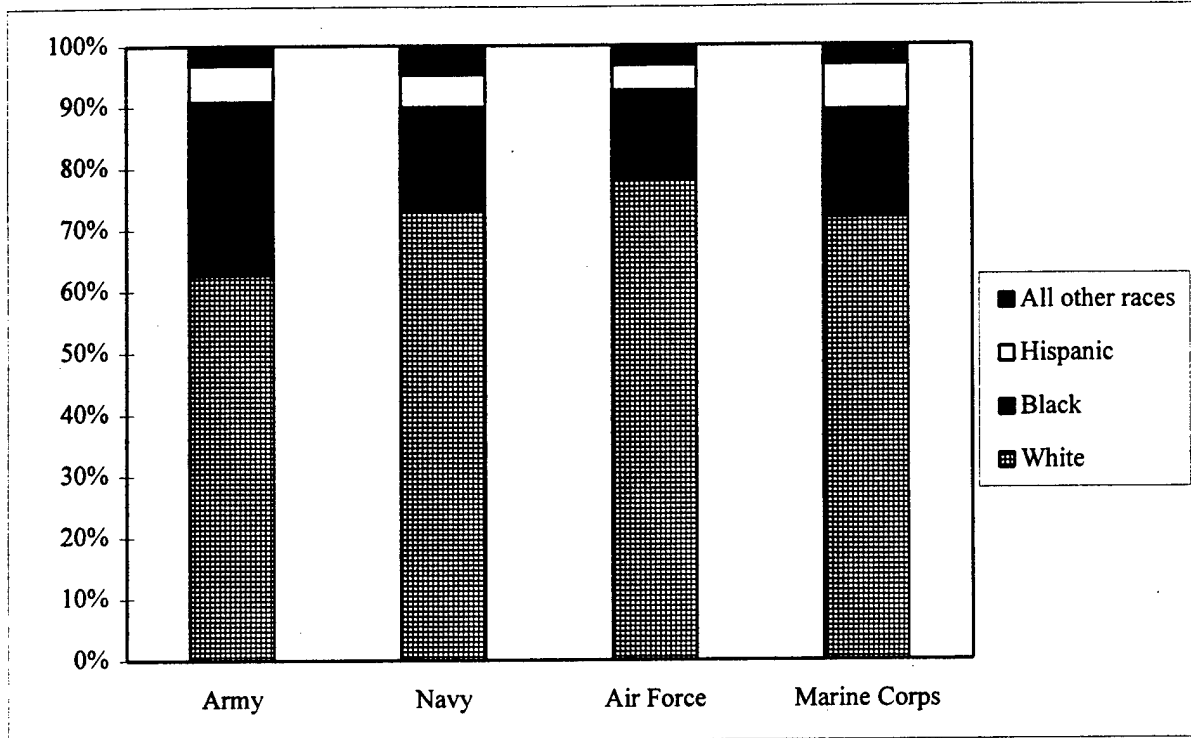


Figure 5.3.1. Demographic characteristics of military members

Race/Ethnic Background



Age

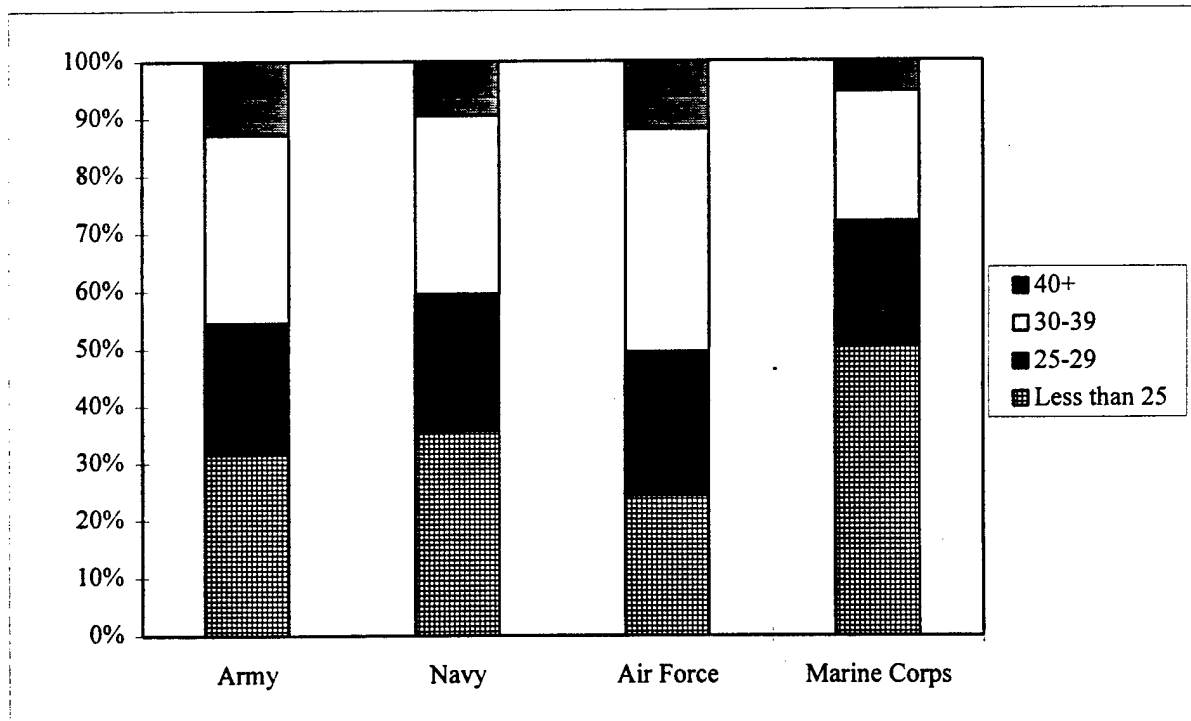


Figure 5.3.1. Demographic characteristics of military members (continued)

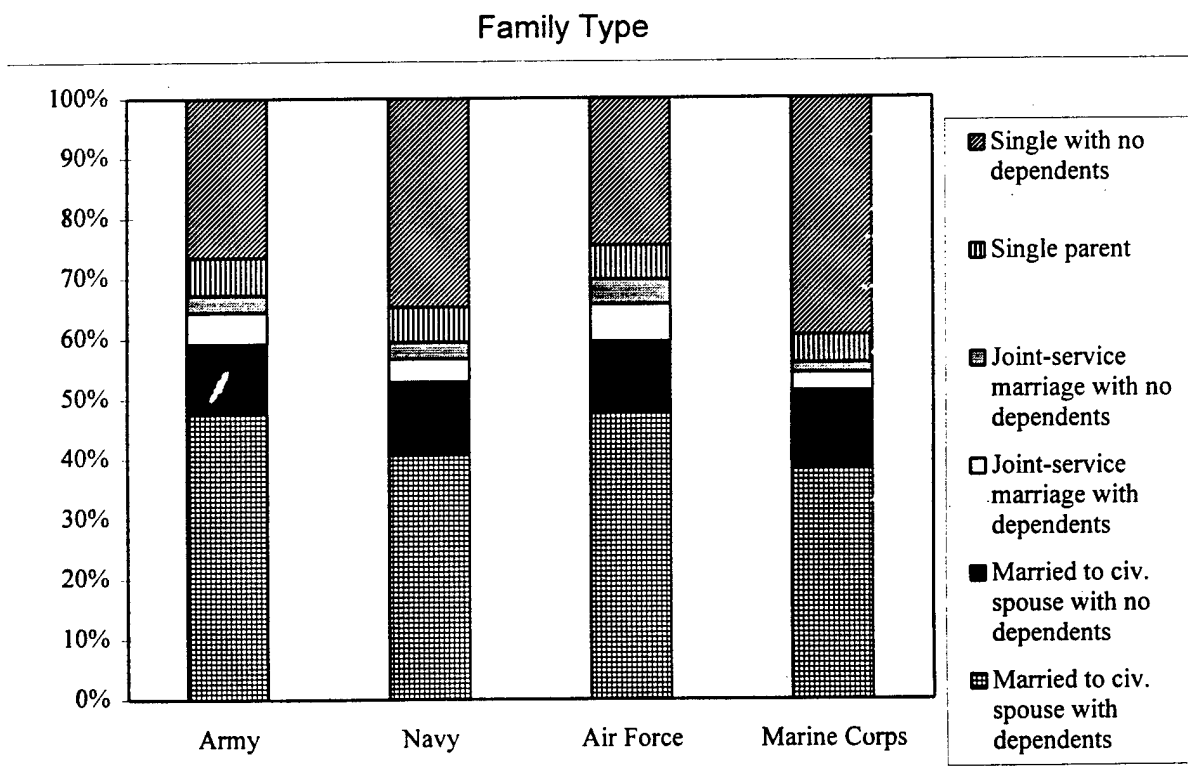
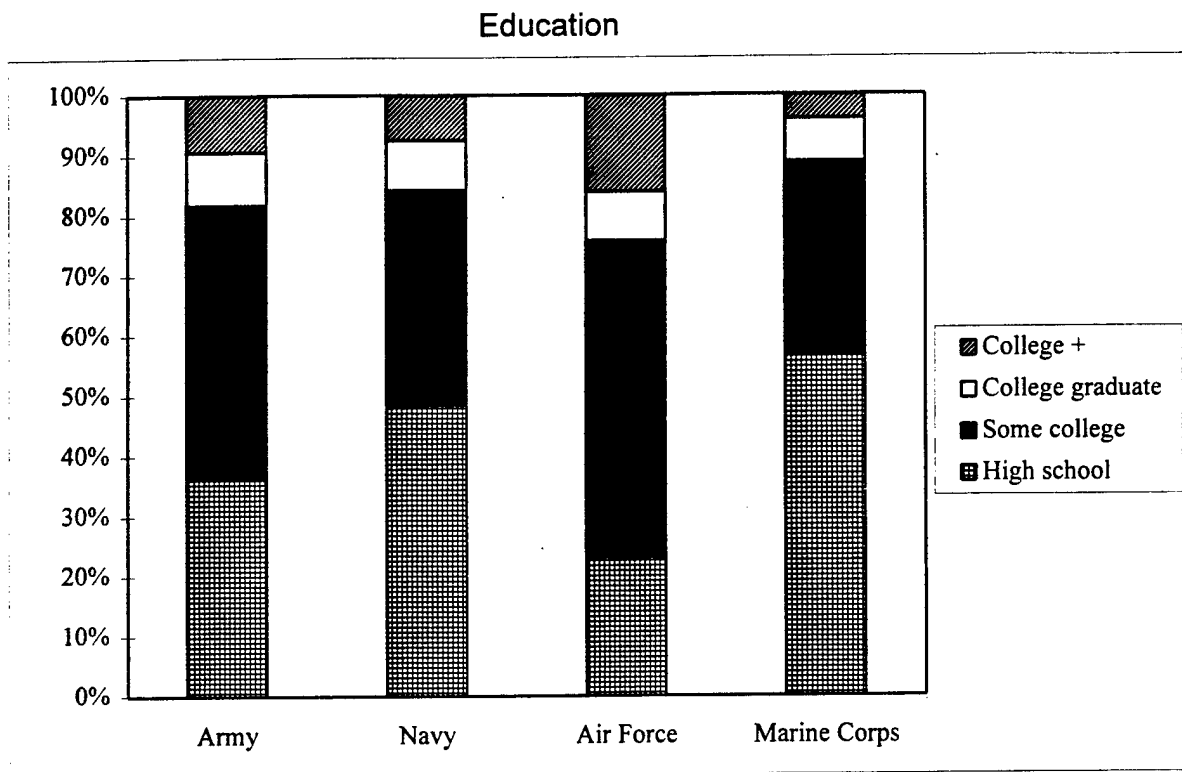


Figure 5.3.1. Demographic characteristics of military members (continued)

Military members tend to be young, as shown in Figure 5.3.1. The majority of members in all four Services are less than 40 years old. The proportions vary somewhat by Service: 87.0 percent of Army members, 90.5 percent of Navy members, 94.6 percent of Marine Corps members, and 88.1 percent of Air Force members are less than 40 years of age. Marine Corps members, in particular, are young: 50.7 percent are less than 25 years of age, compared to 31.6 percent of Army members, 35.7 percent of Navy members, and 24.3 percent of Air Force members.

Military members are relatively well-educated. As a group, Air Force members have the most formal education: 16.1 percent have postgraduate education, compared to 9.4 percent of Army members, 7.5 percent of Navy members, and 4.1 percent of Marine Corps members. As a group, Marine Corps members have the fewest number of years of formal education. Approximately 57 percent of Marine Corps members have only a high school education, compared with 36.2 percent of Army members, 48.6 percent of Navy members, and 23.1 percent of Air Force members. Even so, 43 percent of Marine Corps members have some college experience or have graduated from college.

The majority of members in all four Services are married. Members of the Air Force and Army are the most likely to be married while Marine Corps members are least likely to be married. Sixty-nine percent of Air Force members and 66 percent of Army members are married, compared to 58.9 percent of Navy members and 53.8 percent of Marine Corps members.

Over half of Air Force members (52.8%) and nearly half of Army members (47.5%) have custodial responsibility for minor children. Although a smaller proportion of Navy and Marine Corps personnel has responsibility for dependent children, the proportions are still substantial: 40.6 and 36.5 percent, respectively.

Although most military members, regardless of Service branch, are in the E1-E4 pay grade, spouses are most likely to be married to members who are in the E5-E6 pay grade (see Figure 5.3.2). Navy spouses, in particular, tend to be married to members in this pay grade category. Nearly half of Navy spouses are married to members who are in the E5-E6 category, compared to 36.2 percent of Army spouses, 36.3 percent of Marine Corps spouses, and 38 percent of Air Force spouses. Interestingly, Marine Corps spouses are as likely to be married to members who are in the E1-E4 category as they are to be married to members in the E5-E6 category (36.2% and 36.3%, respectively). This result most likely occurs because Marine Corps members tend to marry at a younger age than members of other Services.

Military spouses are overwhelmingly female and white, although substantial proportions are part of a minority group, especially in the Army. Military spouses, like members, are young. The majority are less than 40 years old, although they are somewhat older than members (married and unmarried), on average. This finding is especially true for Marine Corps spouses. Only a third of Marine Corps spouses are less than 25 years of age, compared with half of Marine Corps members. Like members, military spouses are relatively well-educated; more than half in all four Services have some college experience.

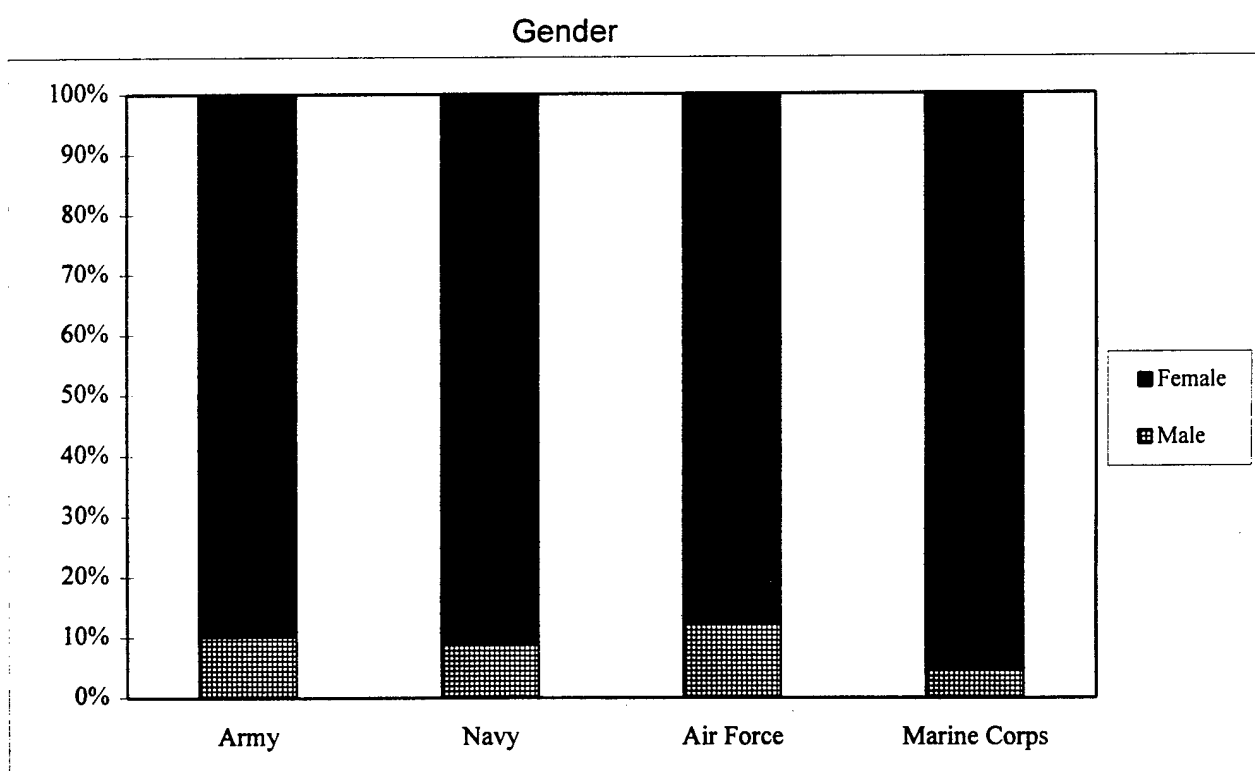
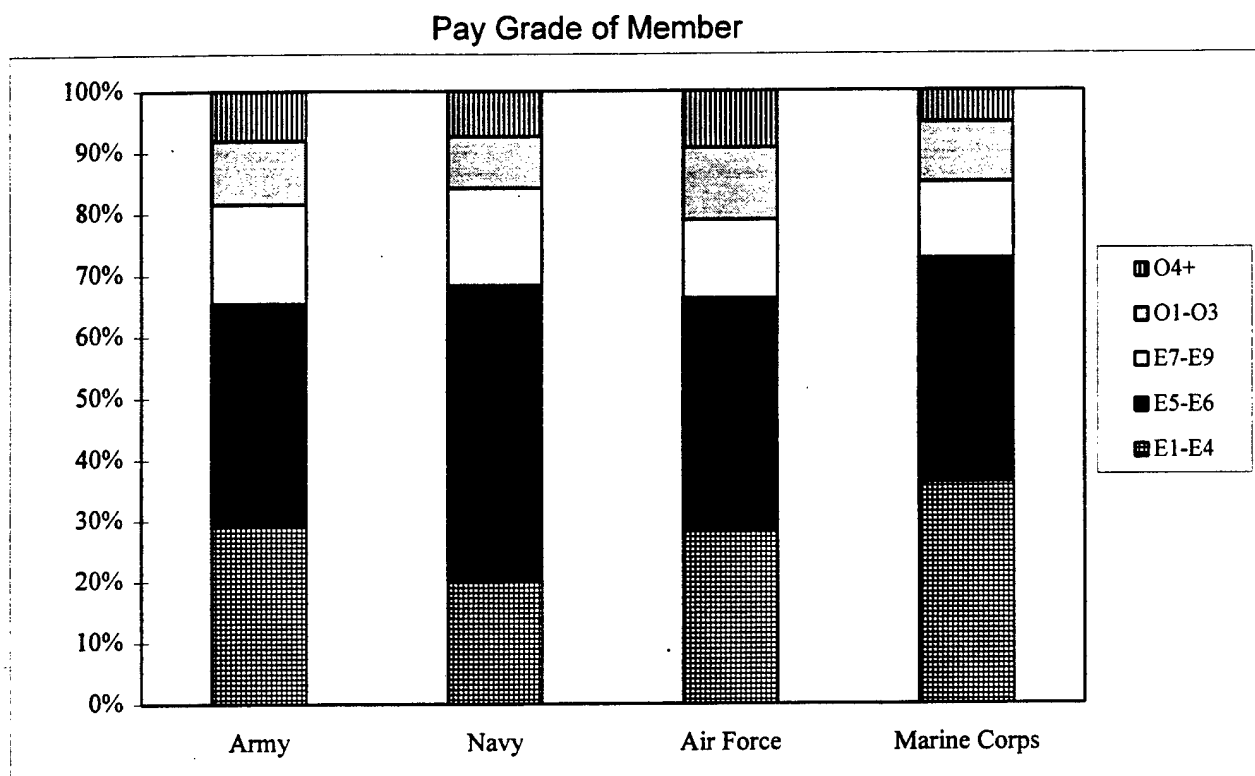
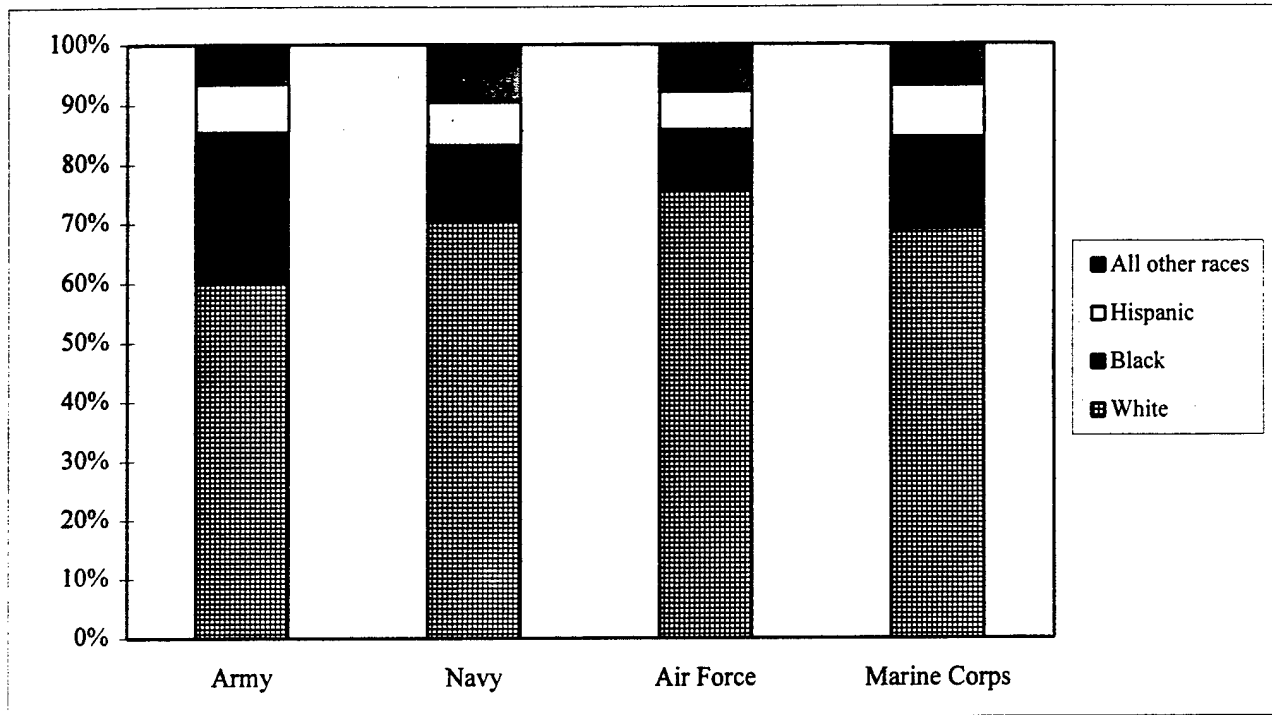


Figure 5.3.2. Demographic characteristics of military spouses

Race/Ethnic Background



Age

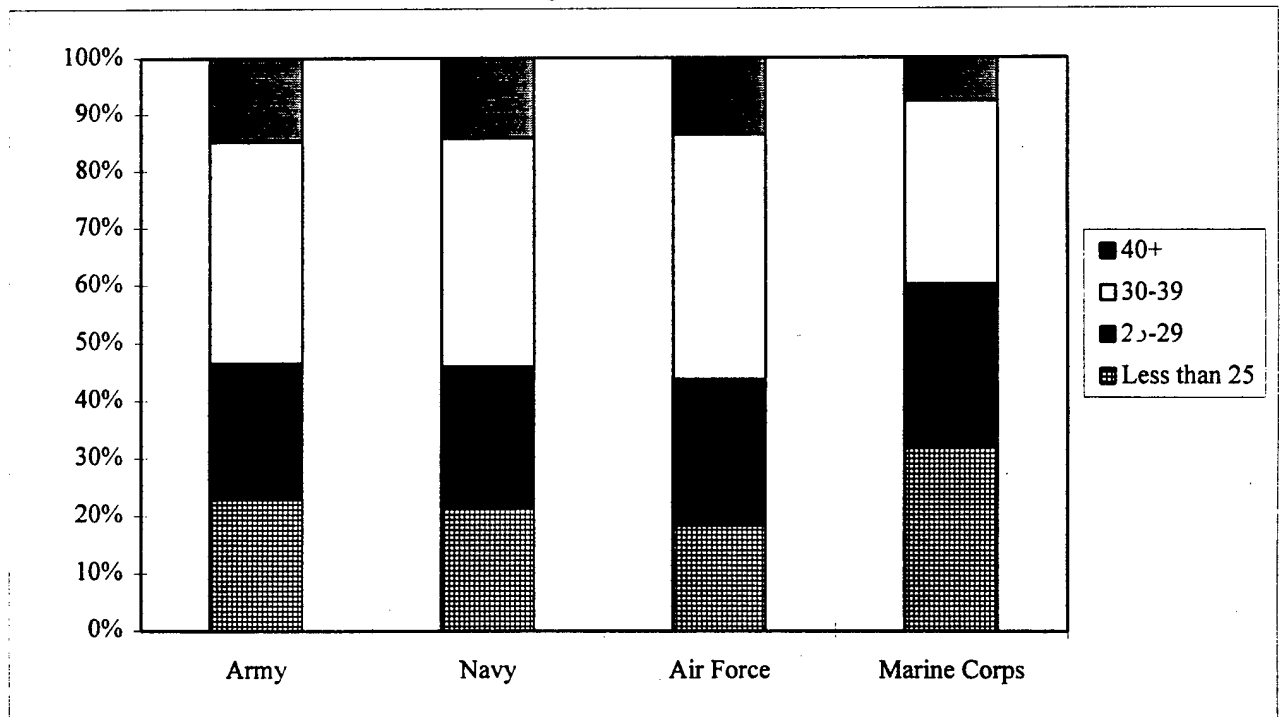


Figure 5.3.2. Demographic characteristics of military spouses (continued)

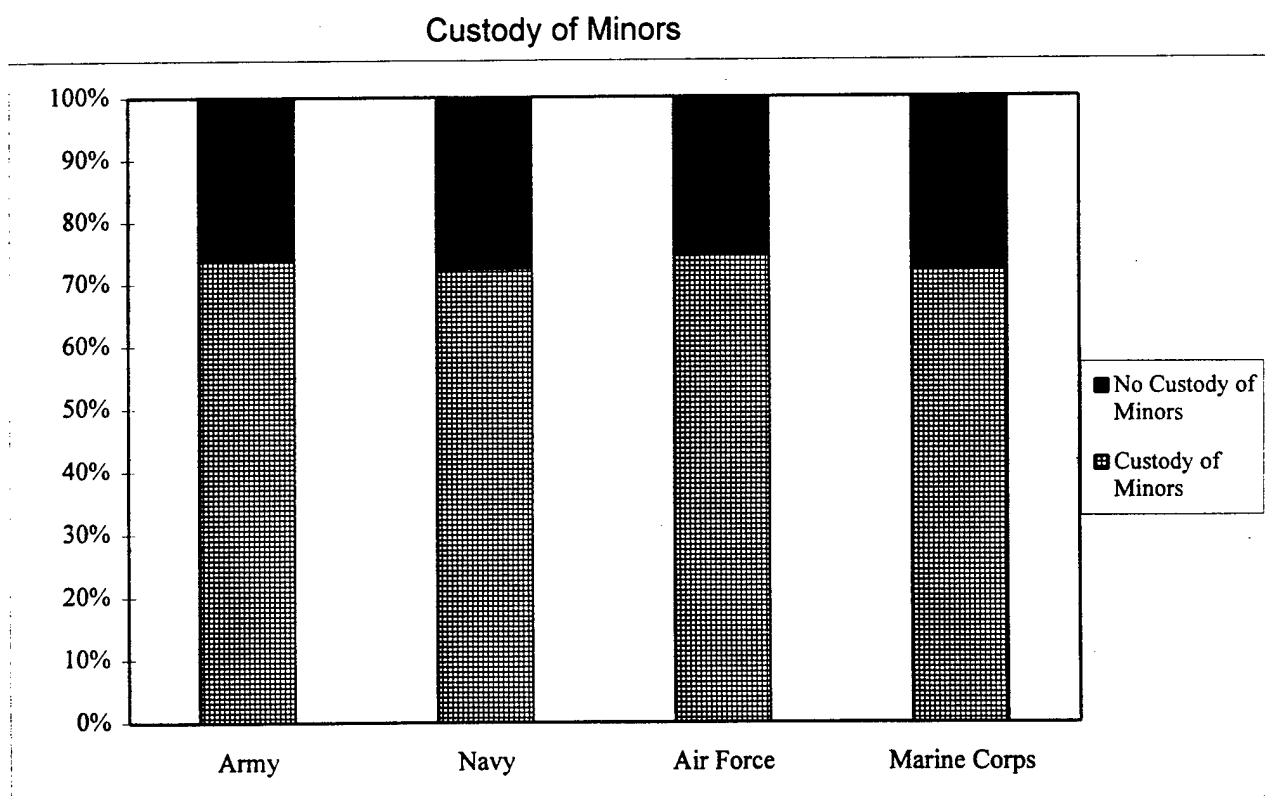
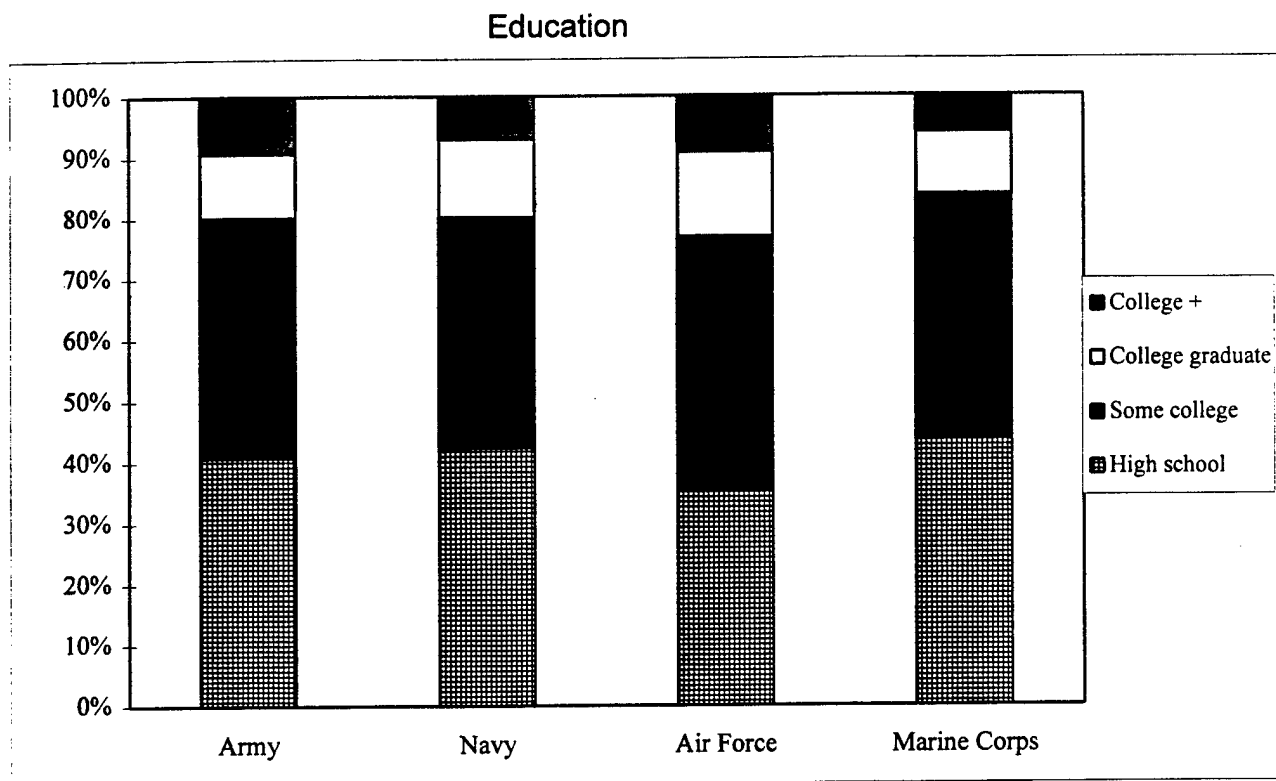


Figure 5.3.2. Demographic characteristics of military spouses (continued)

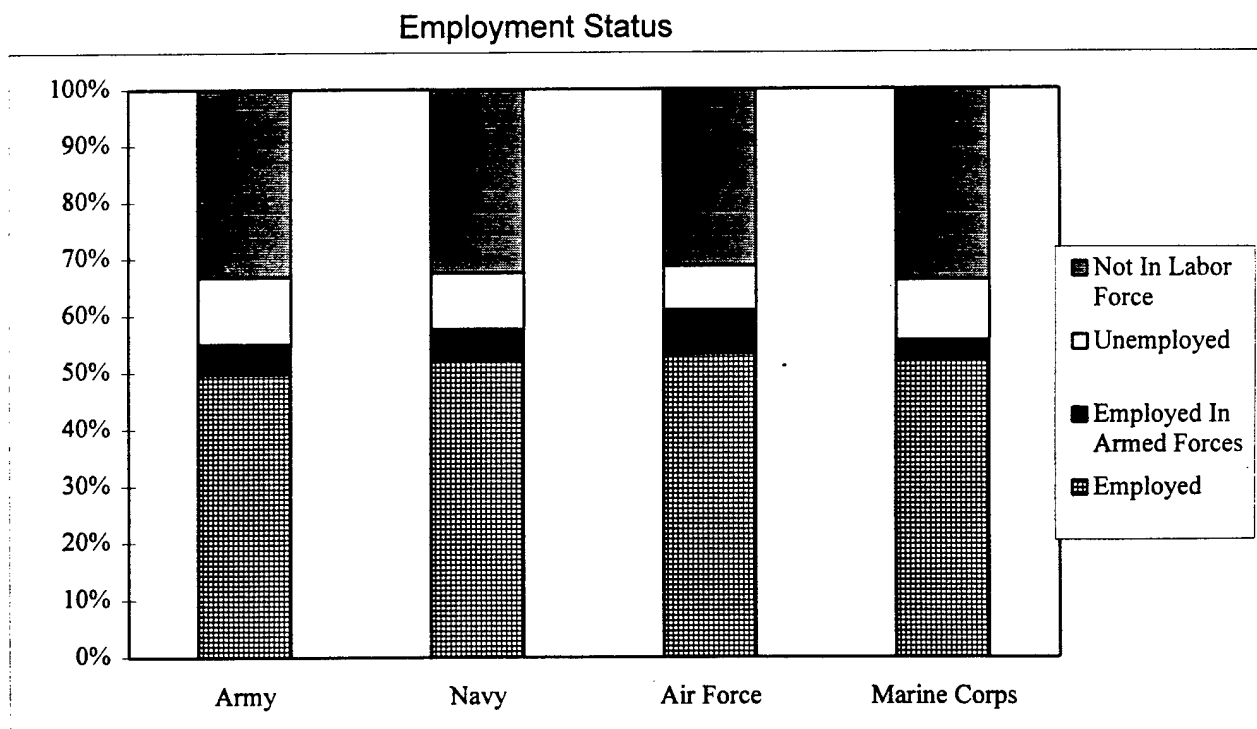
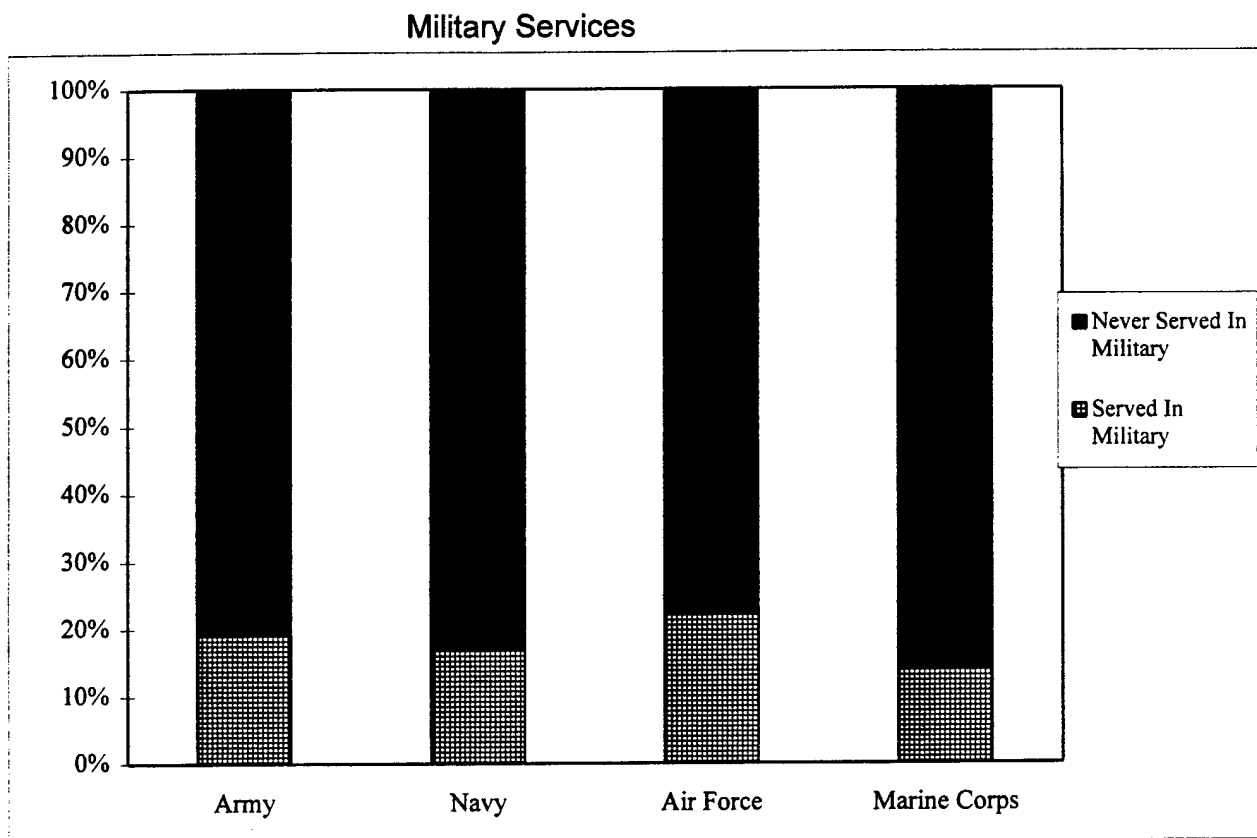


Figure 5.3.2. Demographic characteristics of military spouses (continued)

Spouses differ from members in that the majority (over 72%) have custody of dependent children. The proportion of spouses with custody of minor children is similar across all four Services and ranges from 72.4 percent of Marine Corps spouses to 74.8 percent of Air Force spouses.

Most military spouses have never served in the military, although Air Force spouses are somewhat more likely to have served or to be currently serving (in either the Active or Reserve forces). Twenty-two percent of Air Force spouses report having served in the military, compared to 19.2 percent of Army spouses, 17.1 percent of Navy spouses, and 14.1 percent of Marine Corps spouses.

More than half of all military spouses are either employed in the civilian sector or are in the Armed Forces. Again, there is not much variation across the Services in this regard. The proportion of spouses currently employed or serving in the Armed Forces ranges from 55 percent in the Army to 61 percent in the Air Force. Only a third of military spouses are voluntarily not in the labor force.

- *What are some of the stresses military members face and what supports do they have?*
- *Do the Services differ in the stresses members face or in the supports available to them?*
- *Do the stresses members face or the supports available differ according to pay grade?*

Military life is very different from civilian life. The likelihood of moving away from family and friends and losing familiar sources of social support is greater. Military life may also pose other stresses. Figure 5.3.3 shows the sources of stress, uncertainty, and support that military members encounter by Service. This study uses perceived attitudes of local residents toward military personnel as an indicator of sources of support.

Not surprisingly, a large proportion of military members reports stress due to separation from their families. Over 40 percent of Army and Navy members and 40 percent of Marine Corps members report a fair amount or great deal of stress for this reason in the past year. Air Force members are the least likely to report this level of stress. Just over a quarter of Air Force members experience stress as a result of separation from their families in the last year.

SOURCES OF STRESS AND UNCERTAINTY

■ Army ■ Navy □ Marine Corps □ Air Force

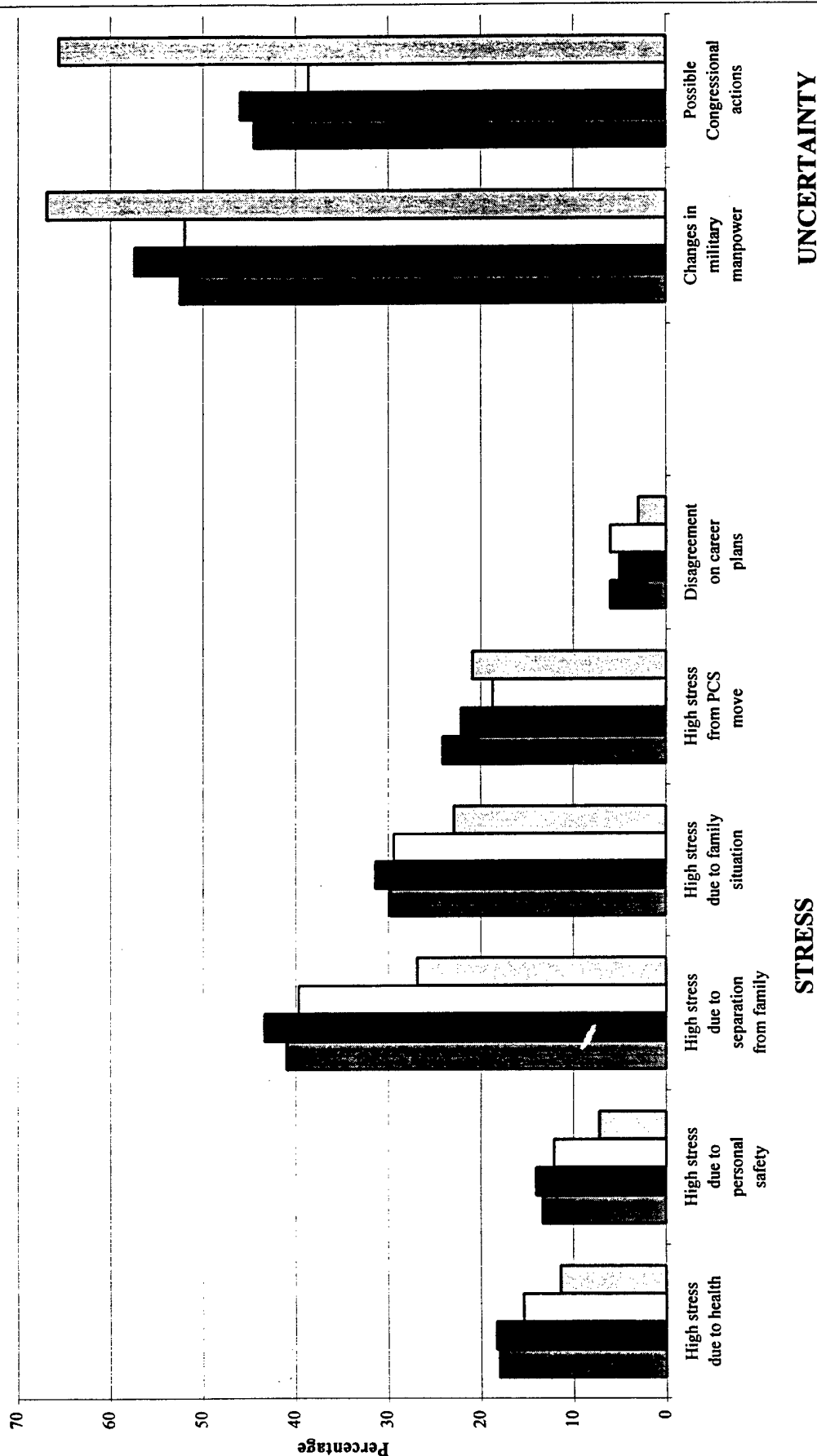


Figure 5.3.3. Member stresses and sources of uncertainty by Service branch

SOURCES OF STRESS, UNCERTAINTY, AND SUPPORT

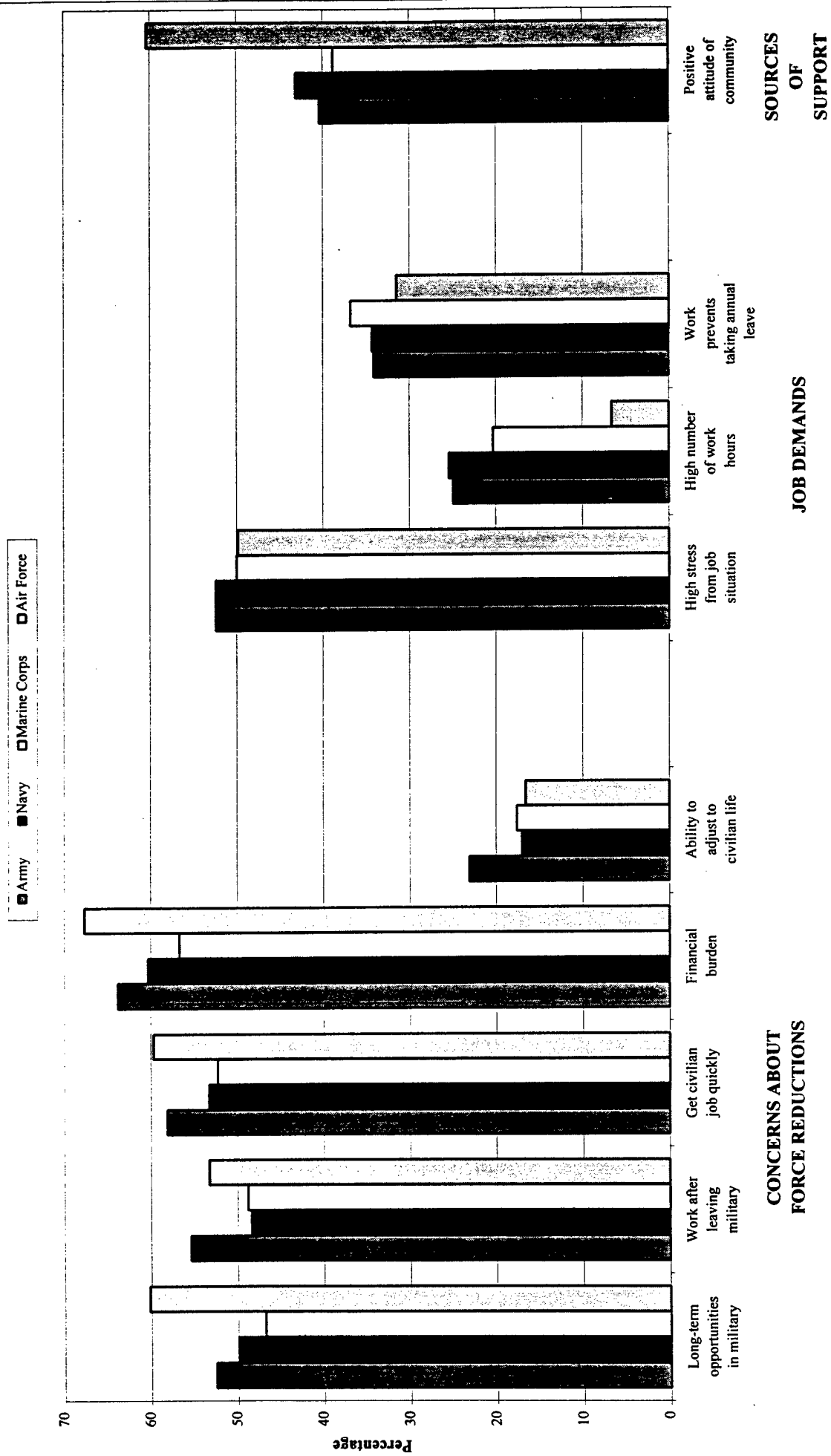


Figure 5.3.3. Member stresses and sources of uncertainty by Service branch (continued)

Although not as high a proportion of members reports stress due to family situations in the last year, the proportions are still substantial. Nearly a third of Navy and Army members and nearly as many Marine Corps members report a fair amount or great deal of stress due to their family situations. Again, the Air Force members are the least likely to report stress. Just under a quarter of Air Force members report stress due to their family situation.

Other major sources of stress for military members are uncertainties about changes in military manpower needs and possible Congressional actions. More than half of all military members express uncertainty about changes in military manpower needs. Sixty-seven percent of Air Force members express uncertainty, compared to 57.4 percent of Navy members, 52.5 percent of Army members, and 52 percent of Marine Corps members. With respect to possible Congressional actions, Air Force members again are more likely than members of the other Services to express uncertainty. Sixty-six percent of Air Force members express uncertainty about possible Congressional actions compared to 46 percent of Navy members, 44.5 percent of Army members, and 38.6 percent of Marine Corps members.

A substantial proportion of military members is also greatly concerned about the implications of force reductions for their long-term opportunities in the military, their ability to find work after leaving the military, and the financial burdens that they might face if they have to leave the military unexpectedly. The proportions range from 46.8 percent of Marine Corps members who are concerned about their long-term opportunities in the military to 60.2 percent of Air Force members. All Service members worry about the financial burdens that they would face if they have to leave the military unexpectedly. Close to 68 percent of Air Force members, over 60 percent of Army and Navy members, and nearly 60 percent of Marine Corps members are greatly concerned about the financial burdens they would experience. Members tend to be less concerned about their ability to adjust to civilian life. Fewer than a quarter of all military members are greatly concerned about adjusting to civilian life.

As the previous analysis demonstrates, a large proportion of military members experiences stress from family separations or from concerns about their future in the military. Many members, however, may lack the social supports that might alleviate some of the strains they face. The only measure of social supports for military members indicates that about two out of five Army, Navy, and Marine Corps members live in communities where residents have a good or excellent attitude toward military members. However, nearly 60 percent of Air Force members describe local residents' attitudes toward military members as good or excellent.

There are differences in sources of stress and in the measure of social support by pay grade for Service members (see Figure 5.3.4). Stress caused by the family situation is higher among enlisted members (E1 to E9) than among officers (O1 to O4). Approximately 30 percent of enlisted members experience a fair amount or a great deal of stress from their family situations, while fewer than a quarter of officers report this level of stress. Enlisted members are also more likely than officers to report a fair amount or a great deal of stress about their health and personal safety in the last year. From 16 to 18 percent of enlisted members feel a fair amount or great deal of stress due to their health compared to 8-11 percent of officers. Similarly, 15 percent of those in the E1-E4 pay grades experience a fair amount or a great deal of stress from concerns about personal safety, compared to only 5 percent of those in pay grades O4 or higher.

On the other hand, members in the E1-E4 pay grades are the least likely to be uncertain about changes in military manpower or possible Congressional actions, although the proportions are still sizable. Forty-seven percent of members in the E1-E4 pay grades are uncertain about changes in military manpower, compared to 60-69 percent of the other pay grades. Similarly, only about a third of members in the E1-E4 pay grades are uncertain about possible Congressional actions, compared to nearly 60 percent of members in the E5-E6 and E7-E9 pay grades, and about two-thirds of officers.

There are no real differences by pay grade in the level of stress from the member's job. However, members in the pay grades O4 and above are more likely than members in the other pay grades to work more than 60 hours per week. They are also more likely to have missed annual leave because of their work responsibilities.

In terms of social support, the proportion of members describing local residents' attitudes toward military members and their families as good or excellent increases as the members' pay grade increases. Only 37.7 percent of members in the E1-E4 pay grades described the local residents' attitudes as good or excellent, compared to 50.5 percent of members in the E5-E6 pay grades, 60 percent of members in the E7-E9 pay grades, 67.4 percent of members in the O1-O3 pay grades, and 72.1 percent of members in pay grades O4 and above.

SOURCES OF STRESS AND UNCERTAINTY

■ E1-E4 ■ E5-E6 ■ E7-E9 ■ O1-O3 ■ O4+

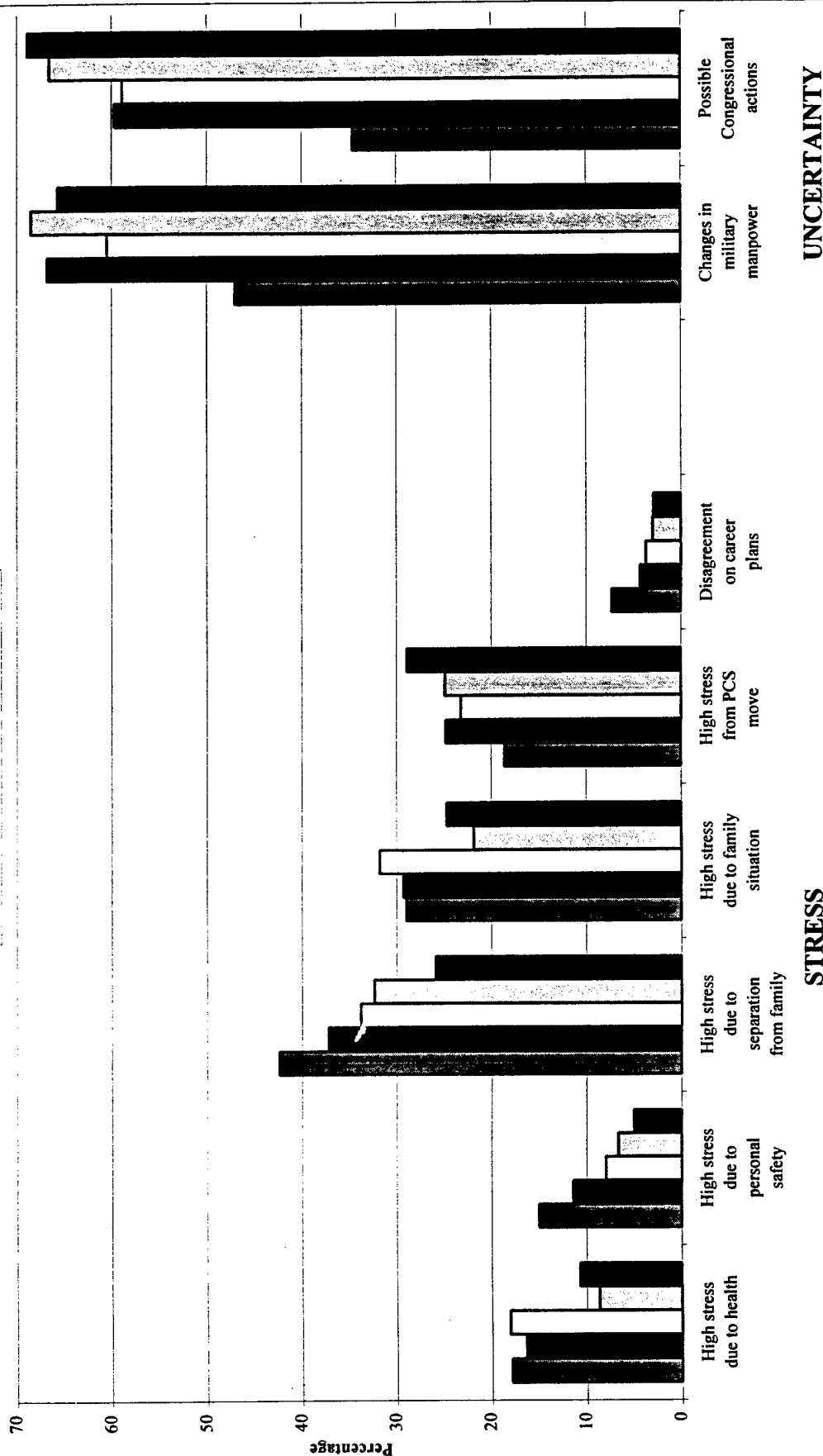


Figure 5.3.4. Member stresses and social supports by pay grade

SOURCES OF STRESS, UNCERTAINTY, AND SUPPORT

■ E1-E4 ■ E5-E6 ■ E7-E9 ■ O1-O3 ■ O4+

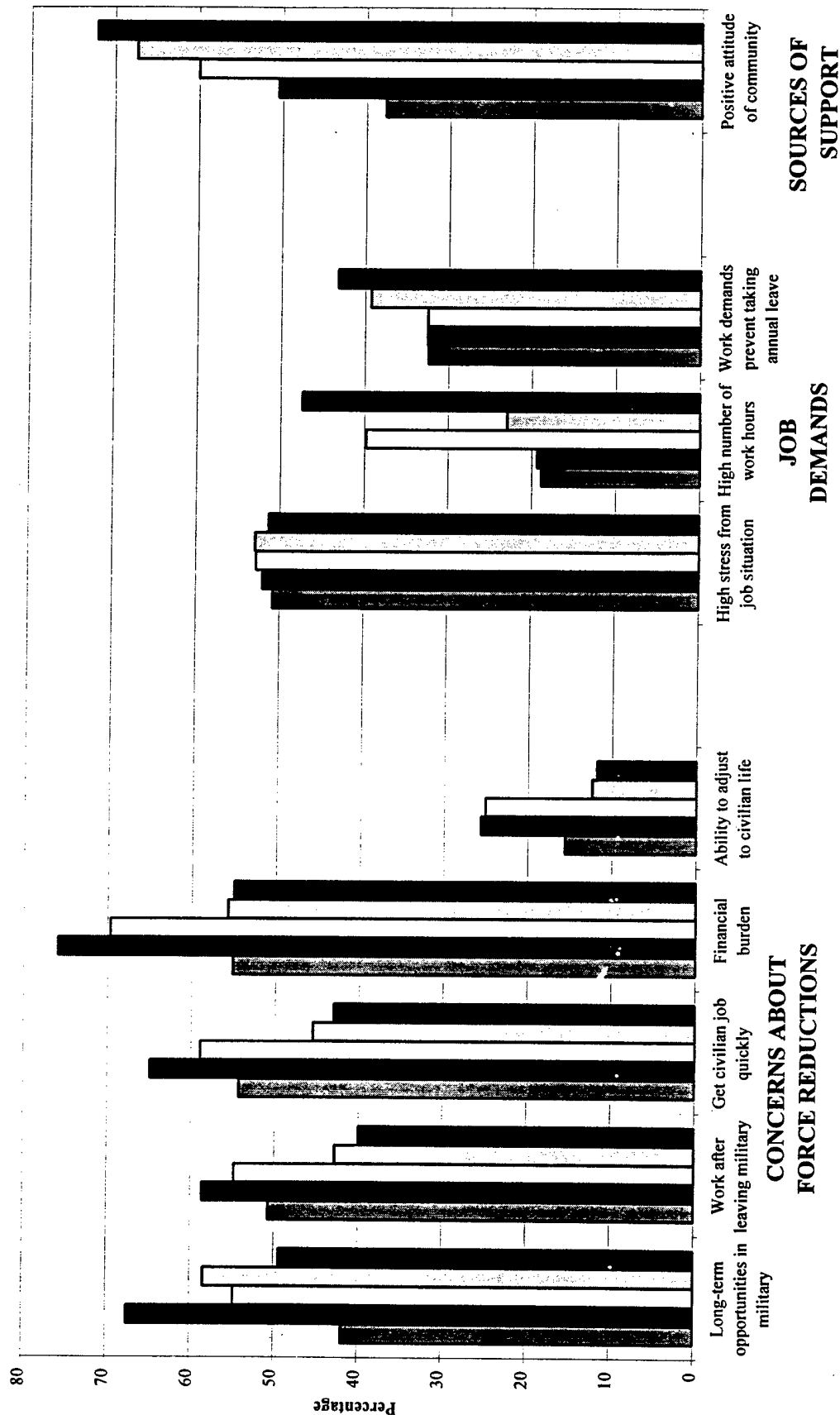


Figure 5.3.4. Member stresses and social supports by pay grade (continued)

- *What are some of the stresses military spouses face and what supports do they have?*
- *Do the Services differ in the stresses military spouses face or in the supports available to them? Do the stresses military spouses face or the supports available to them vary by the member's pay grade?*

The 1992 surveys asked spouses how much stress an array of different factors associated with military life had caused them. Half of Army spouses and more than half of Navy and Marine Corps spouses report that stress is related to military separations (see Figure 5.3.5). Only a third of Air Force spouses state that military separations have been stressful for them. Other stressful factors for a substantial proportion of spouses are finding a job, leaving their families, and the member's work hours. Over a third of all spouses report that finding employment causes stress for them. This proportion is similar across the four Services. Approximately a third report that leaving their families is stressful for them. Again, the proportion is similar across the four Services. Stress caused by the member's work hours varies somewhat by Service. Forty percent of Army spouses experience stress from the member's work hours, compared to 35.7 percent of Navy spouses, 33.4 percent of Marine Corps spouses, and 26.4 percent of Air Force spouses.

The spouse questionnaire contains more items that could be used to measure social supports available than the member questionnaires do. Many of these items deal with programs or services the military provides, such as orientation meetings and assigning a sponsor to help the spouse to adjust to a new base or post (see Figure 5.3.5). The spouse questionnaire also includes a question about local residents' attitudes towards military members and their families. More than half of all spouses report that the local community's attitude toward military members and their families is good or excellent. Air Force spouses are the most likely to describe their communities this way (69.9%), and Marine Corps spouses are the least likely (56.8%).

Many spouses report receiving an orientation packet (brochures, maps, directories, etc.) when they arrived at their current base or post, although there are some differences by Service. Approximately half of Marine Corps spouses report receiving orientation materials upon arrival, compared to 56.9 percent of Army, 61.4 percent of Navy, and 66.6 percent of Air Force spouses. Army and Air Force spouses are also more likely than Navy and Marine Corps spouses to have attended an orientation meeting or tour. Thirty-one percent of Army spouses and 46.6 percent of Air Force spouses have attended an orientation meeting or tour, compared to 24.2 percent of Navy spouses and only 18.5 percent of Marine Corps spouses. A startling difference among the Services is the proportion of spouses who report being assigned a sponsor. Over two-thirds of Air Force spouses report being assigned a sponsor when they first arrived at their current base or post, compared to 37.1 percent of Navy, 29.8 percent of Army, and 15.6 percent of Marine Corps spouses.

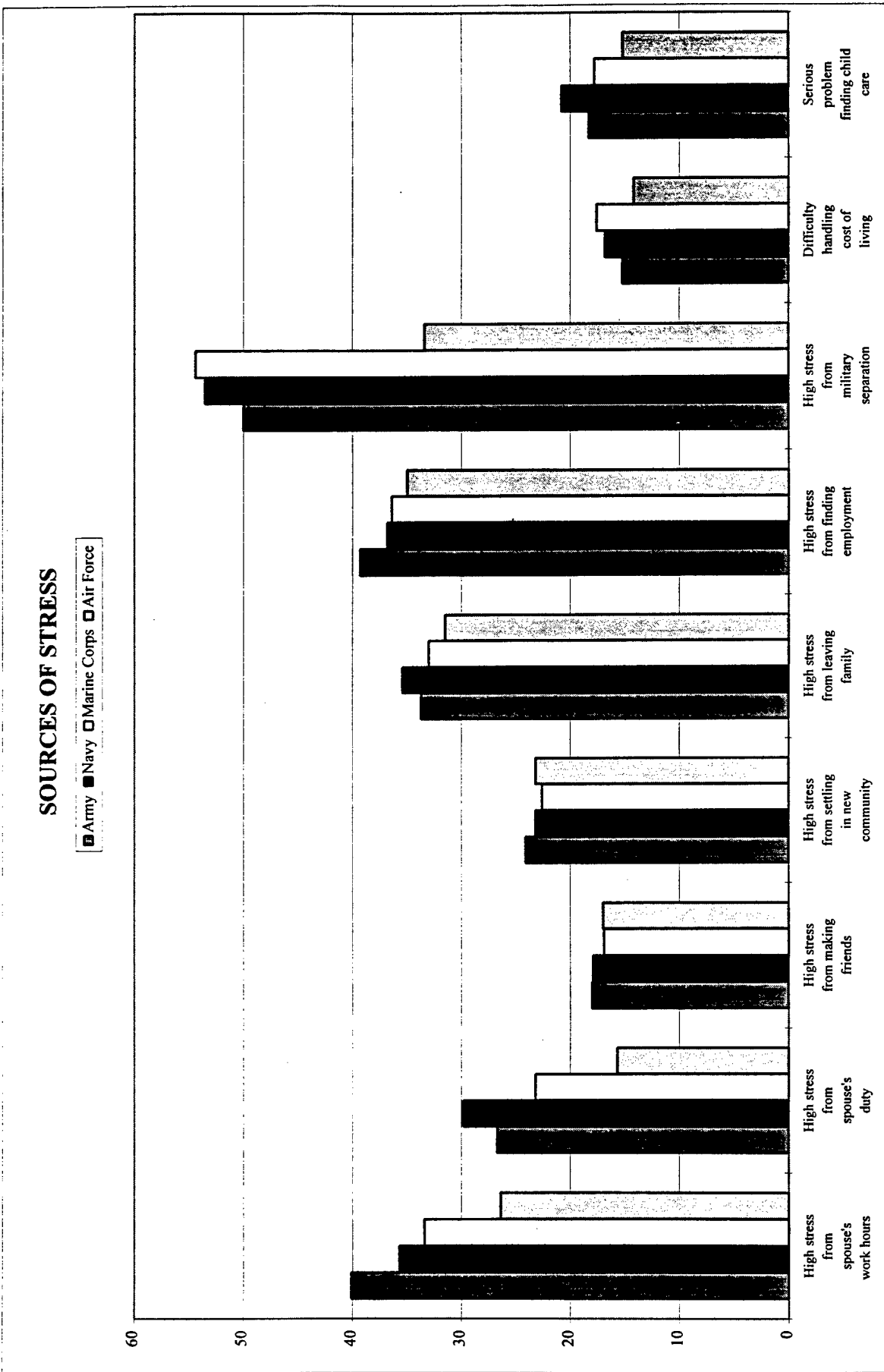


Figure 5.3.5. Spouse stresses and social supports by Service branch

SOURCES OF SUPPORT

■ Army ■ Navy □ Marine Corps □ Air Force

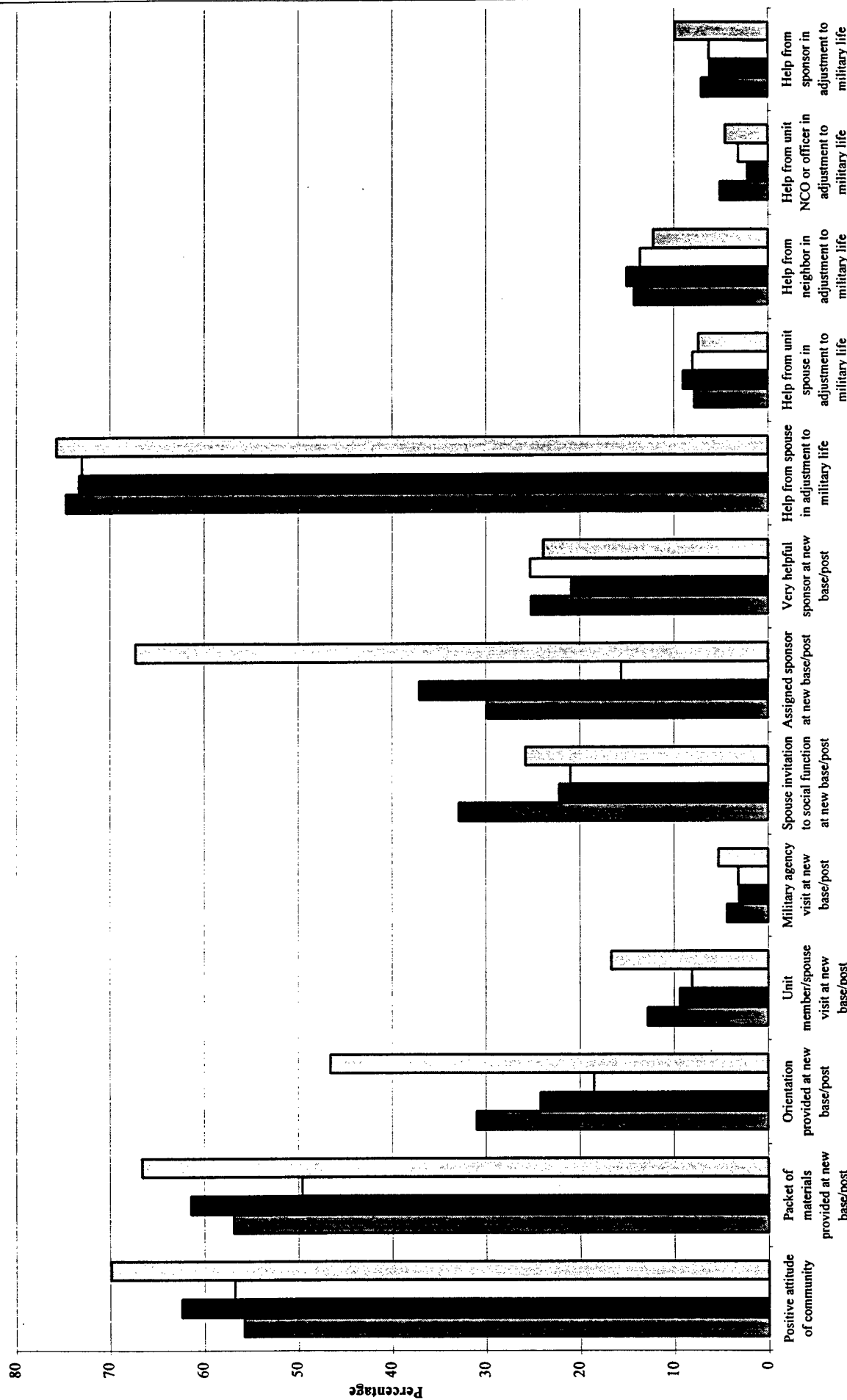


Figure 5.3.5. Spouse stresses and social supports by Service branch (continued)

Enlisted members' spouses are more likely to experience a variety of stresses and are less likely to have various sources of support than officers' spouses (see Figure 5.3.6). In many cases, the proportion of spouses who report stress (from a variety of factors) increases as the member's pay grade decreases. For example, over half of spouses of members in the E1-E4 pay grades experience stress from military separations, compared to 35.7 percent of spouses of members in the pay grades O4 or above. A similar pattern occurs for stress due to leaving families or finding a job. However, there is not much difference by pay grade in the proportion reporting stress from the member's hours of work or duty. Approximately a third of all spouses report stress due to the member's hours of work, and about a quarter report stress due to the member's duty, regardless of pay grade.

Spouses of members in the E1-E4 pay grades are the most likely to report that their family's ability to handle the cost of living at their current location is poor or very poor. Just under a quarter of spouses of members in the E1-E4 pay grades describe their location this way, compared to fewer than 8 percent of officers' spouses.

As the member's pay grade increases, spouses are more likely to report that local residents' attitudes towards military members and their families are good or excellent. Fifty-six percent of spouses of members in the E1-E4 pay grades describe the local residents this way, compared to 74.3 percent of spouses of members in pay grades O4 or above. In addition, as the member's pay grade increases, so does the proportion of spouses who receive orientation materials, attend an orientation meeting, or have an assigned sponsor.

- *Does program use vary by Service?*
- *Do ratings of importance and satisfaction vary by Service?*

Given the differences previously noted about military members' and spouses' characteristics, the stresses they face, and the supports they have by Service, a logical question is whether use and ratings of the different services and programs also vary across Services. Indeed, use and ratings of importance and satisfaction do vary somewhat by Service, as shown in the discussion that follows.

SOURCES OF STRESS

■ E1-E4 ■ E5-E6 ■ E7-E9 □ O1-O3 ■ O4+

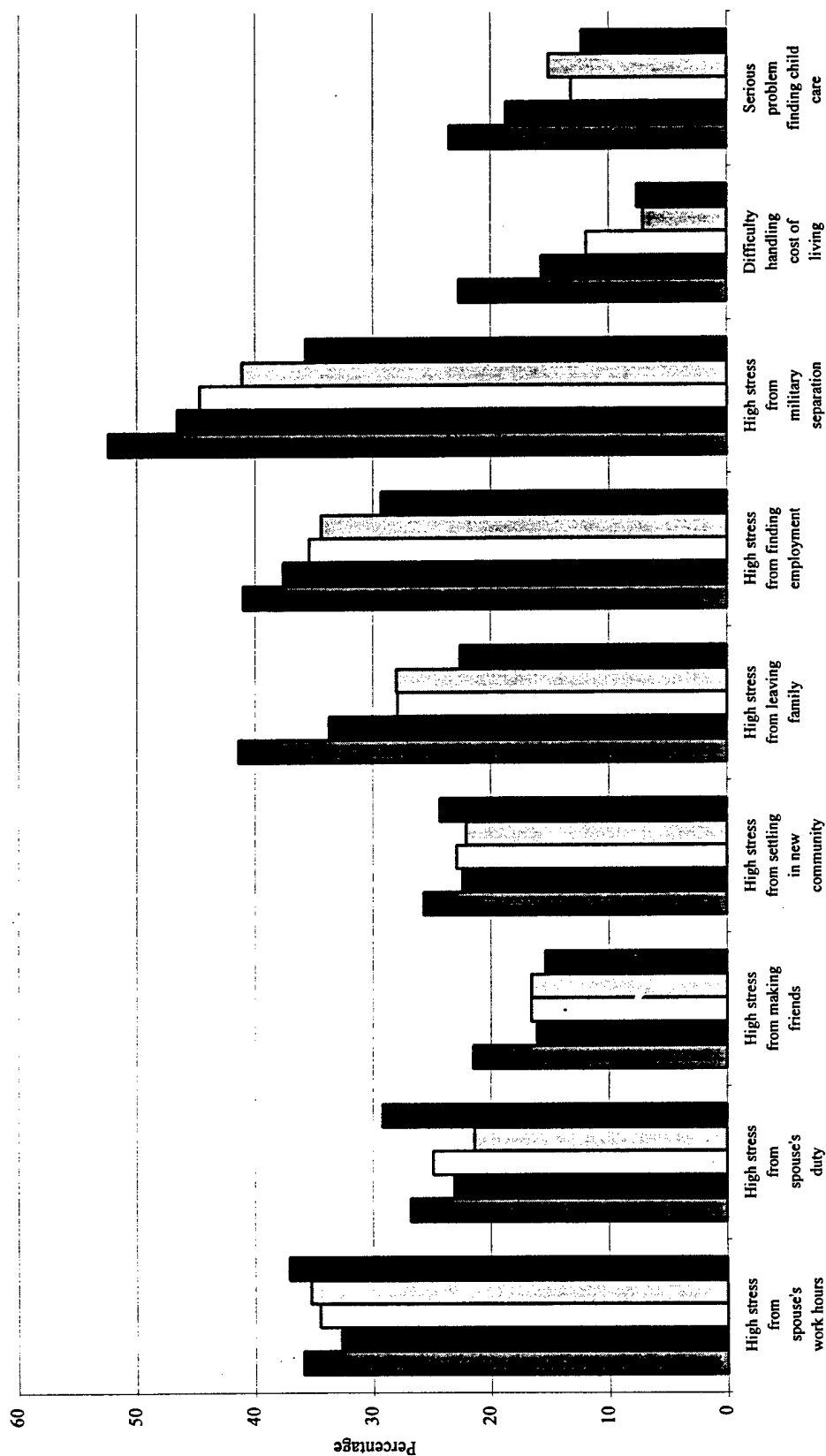


Figure 5.3.6. Spouse stresses and social supports by pay grade

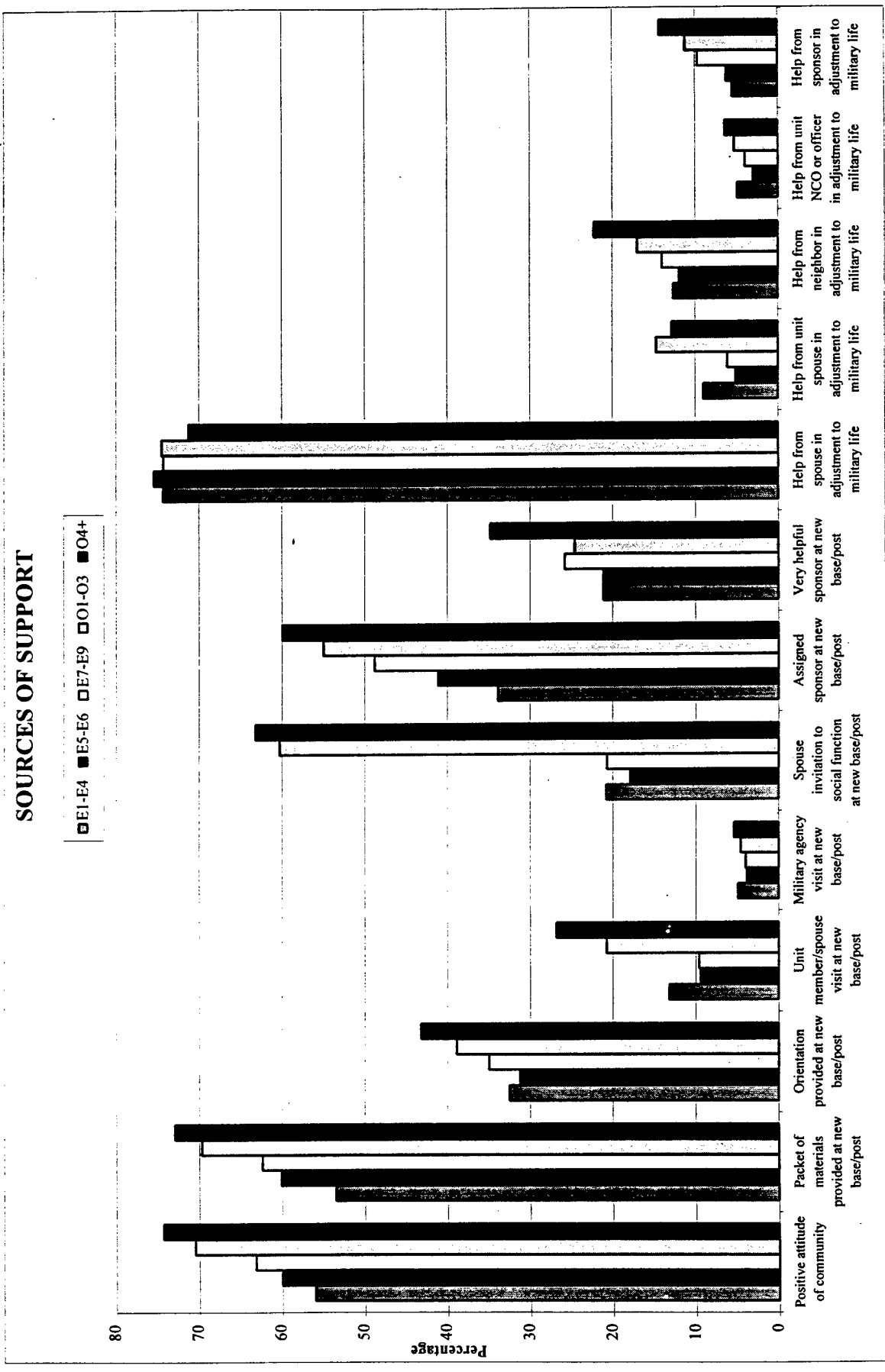


Figure 5.3.6. Spouse stresses and social supports by pay grade (continued)

As illustrated in Figures 5.3.7 and 5.3.8, members' use and ratings of importance for the MWR services differ among the Services. Navy members are less likely than members of other Services to use fitness centers: 76 percent of Navy personnel use fitness centers compared to over 85 percent of members in other Services. Navy members are also less likely to use libraries or 7-day stores at their current permanent duty location. These usage differences may occur because Navy members are at sea more often and may not have these services available. Navy members are also less likely than members in the other Services to rate these services as important.

Air Force members are substantially more likely than members of other services to use temporary lodging facilities and housing office services (see Figures 5.3.7 and 5.3.9). They are also more likely than members of other Services to use legal assistance services and family support centers (see Figure 5.3.9). Not surprisingly, a larger proportion of Air Force members rates temporary lodging facilities as important or very important (see Figure 5.3.8). Members of all Services express high satisfaction with legal assistance services, although Air Force and Army members are somewhat more likely to be satisfied than Marine Corps or Navy members (see Figure 5.3.10).

Some differences in use and ratings by Service may reflect differences in the characteristics of the various Service members. As discussed previously, a higher proportion of Air Force members is married, so it is not surprising that they use family support centers and the housing office more than members of other Services.

What is remarkable about Figures 5.3.7 through 5.3.10 is not the differences among the Services the program evaluation data reveal, but the similarities across the four Services in the proportions of members who use each service and program and the ratings they give them.

Like members, although spouses' use and ratings of services and programs differ somewhat by Service, the spouses' use and ratings for any particular program tend to be more alike than different (see Figures 5.3.11 to 5.3.14). That is, within-program percentages are more similar than between-program percentages. Like members, Air Force spouses are more likely than spouses from other Services to use housing office services and temporary lodging facilities and to give them higher ratings than other spouses. They are also more likely than spouses from other Services to have used the library and to rate it as important. Army spouses are the most likely to have used spouse employment services. More than a third of Army spouses have used these services compared to only about a quarter of spouses in other Services.

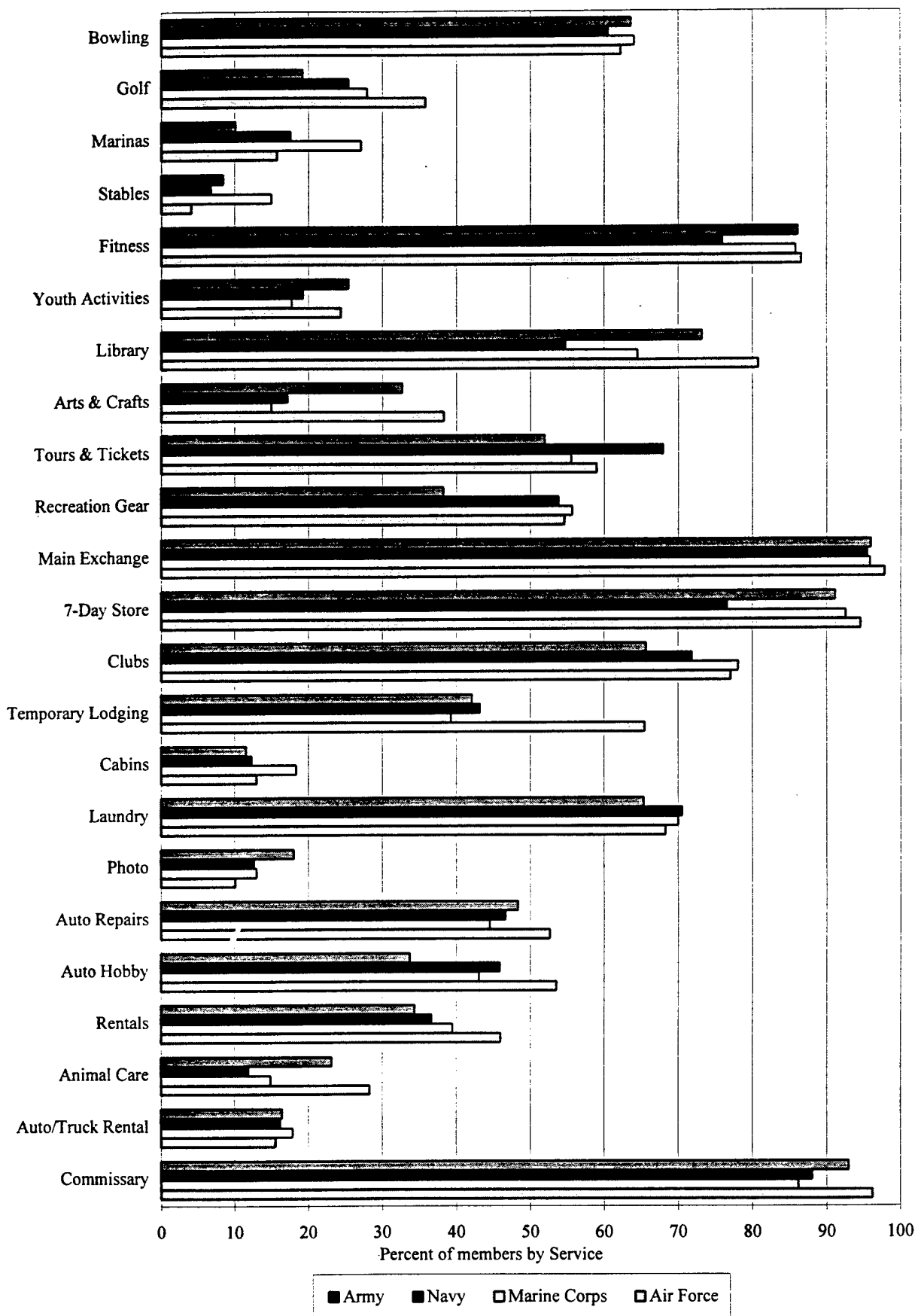


Figure 5.3.7. Member usage of MWR services by Service branch

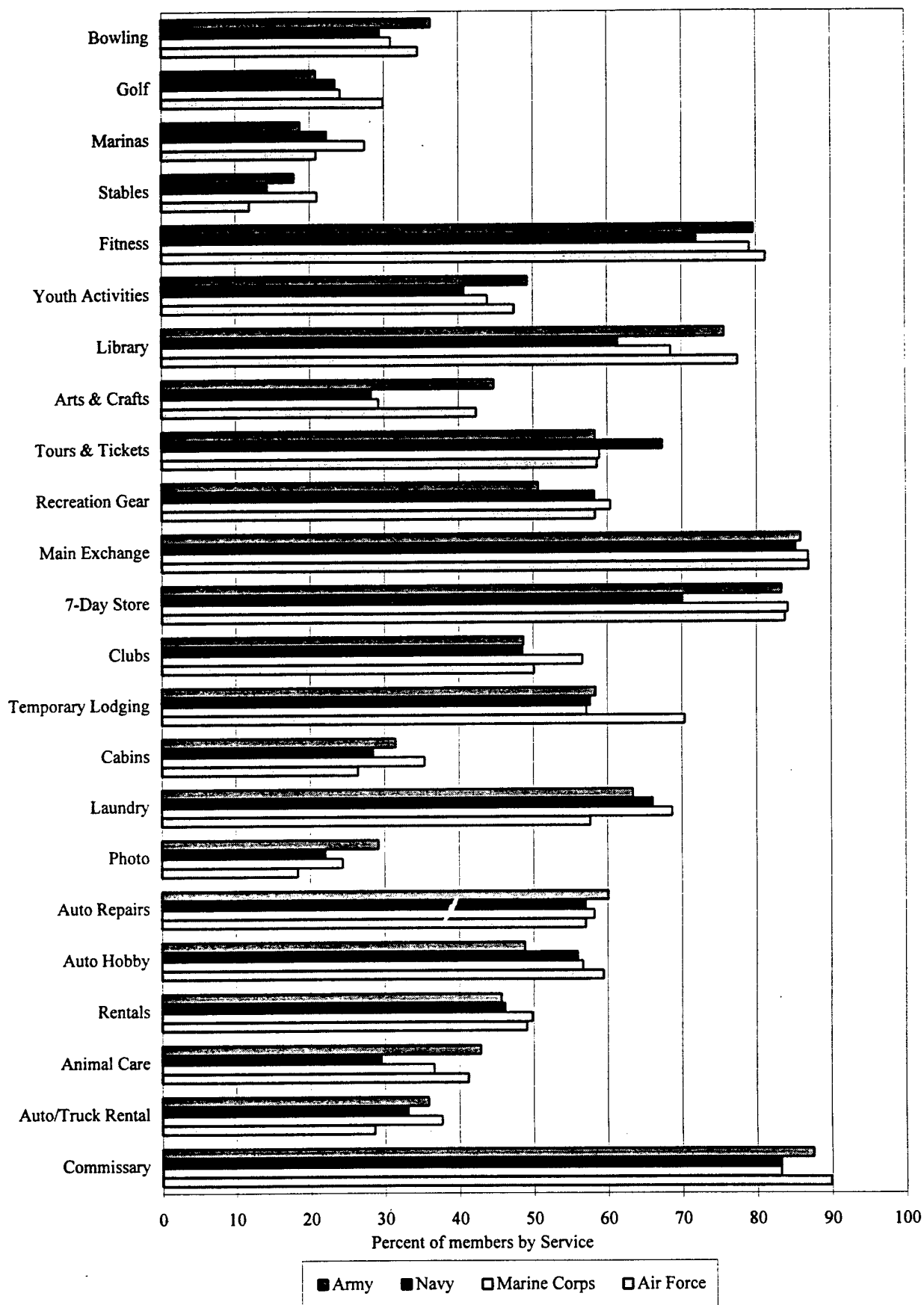


Figure 5.3.8. Member ratings of importance of MWR services by Service branch

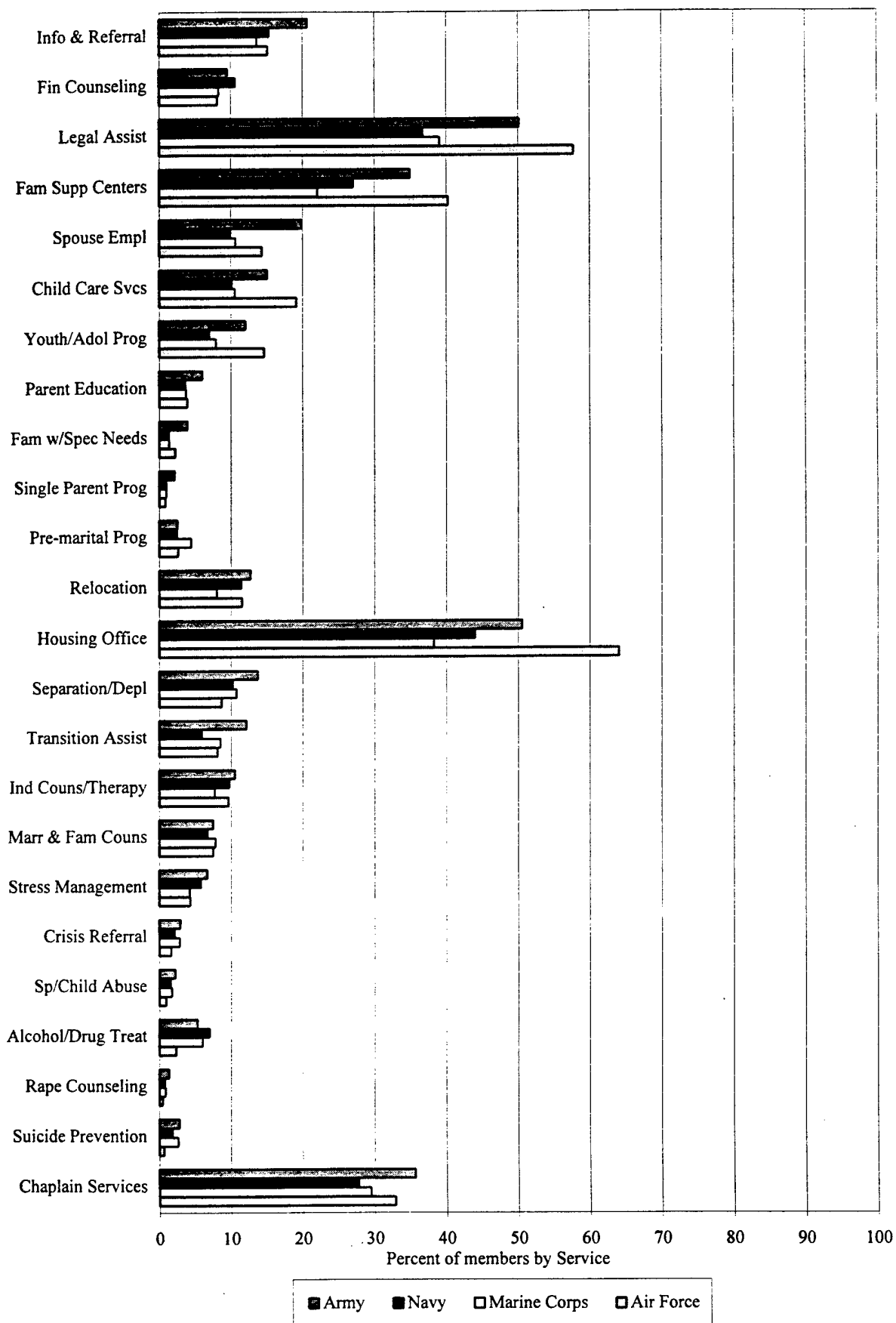


Figure 5.3.9. Member usage of family programs by Service branch

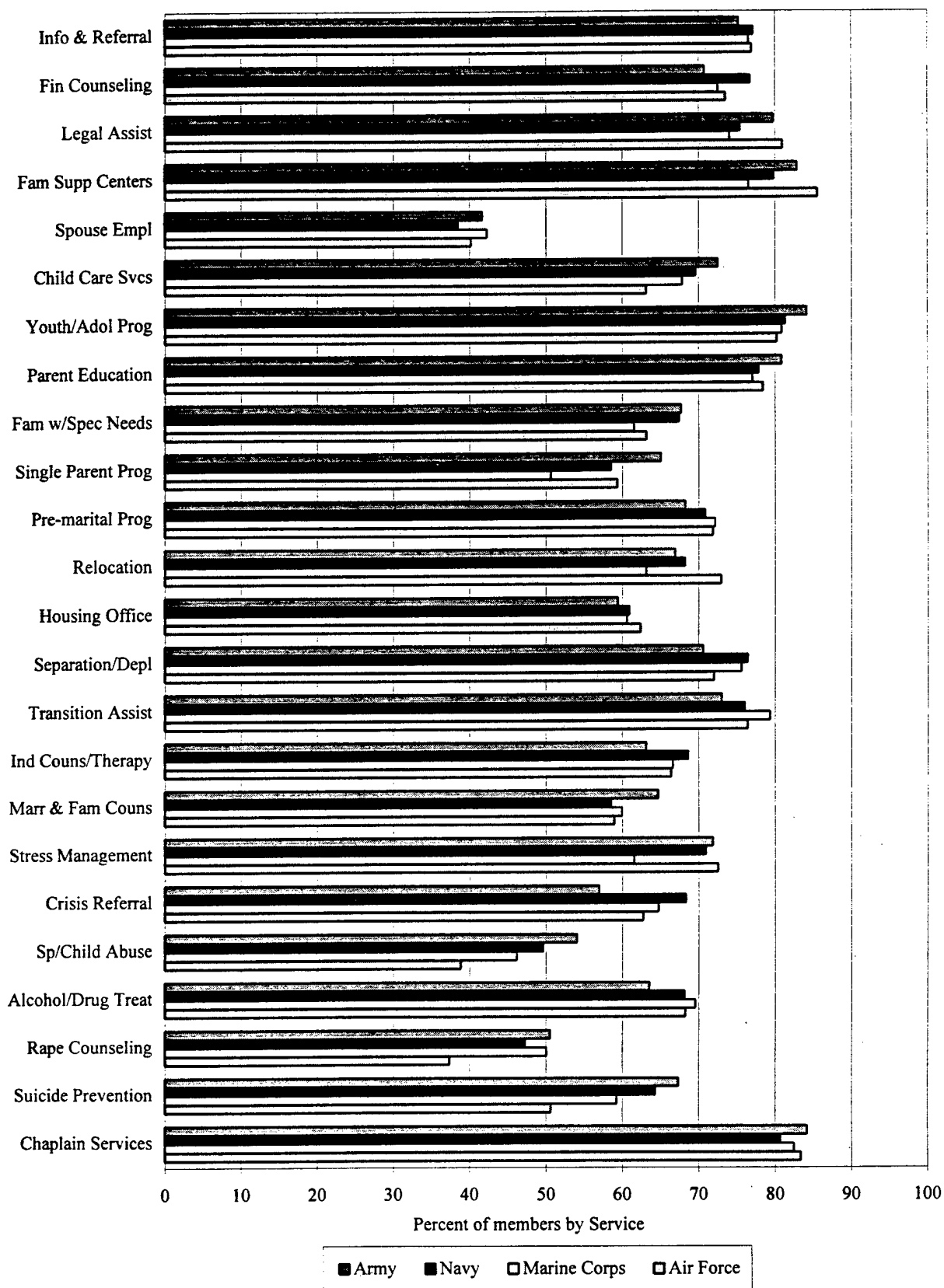


Figure 5.3.10. Member ratings of satisfaction with family programs by Service branch

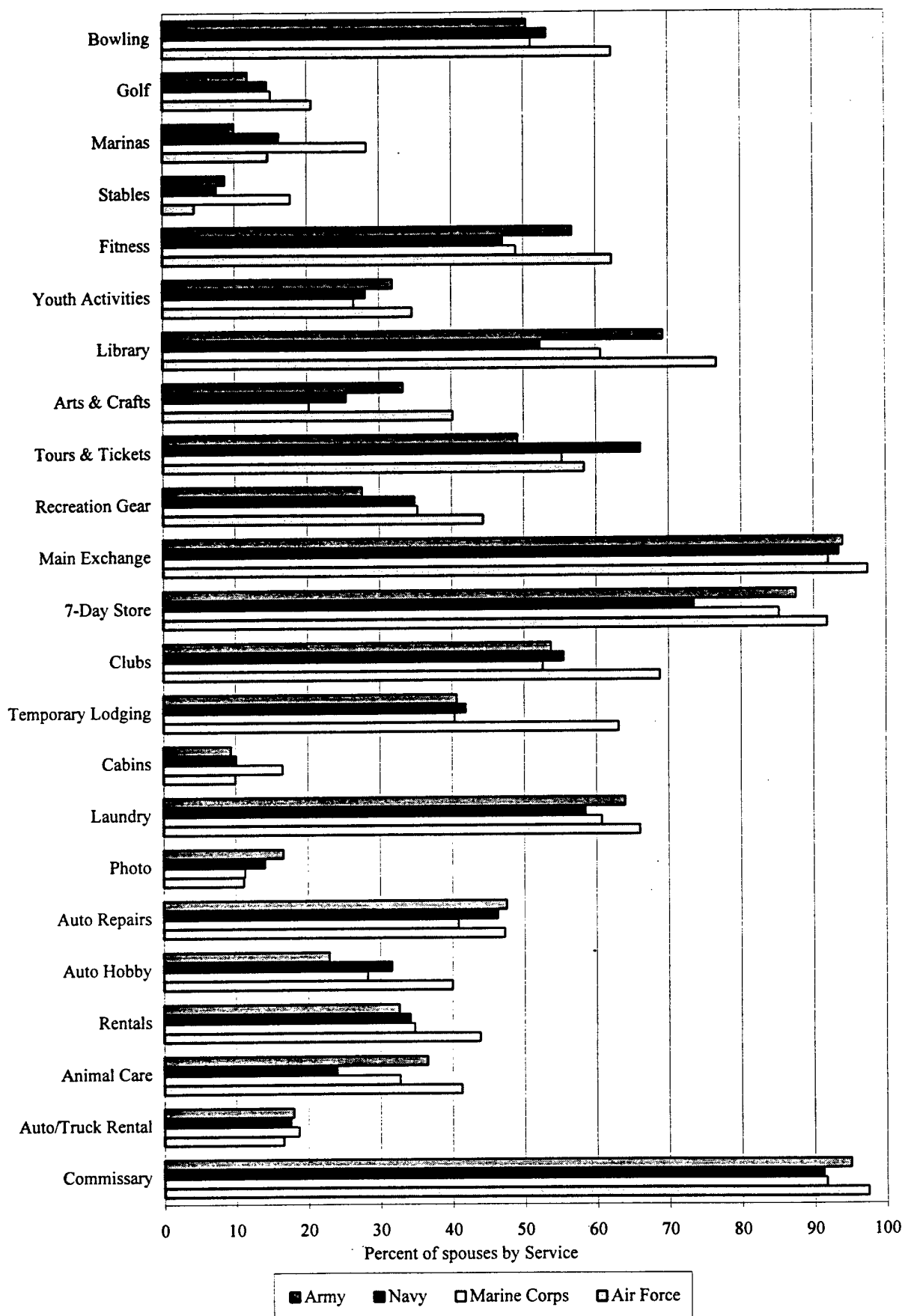


Figure 5.3.11. Spouse usage of MWR services by Service branch

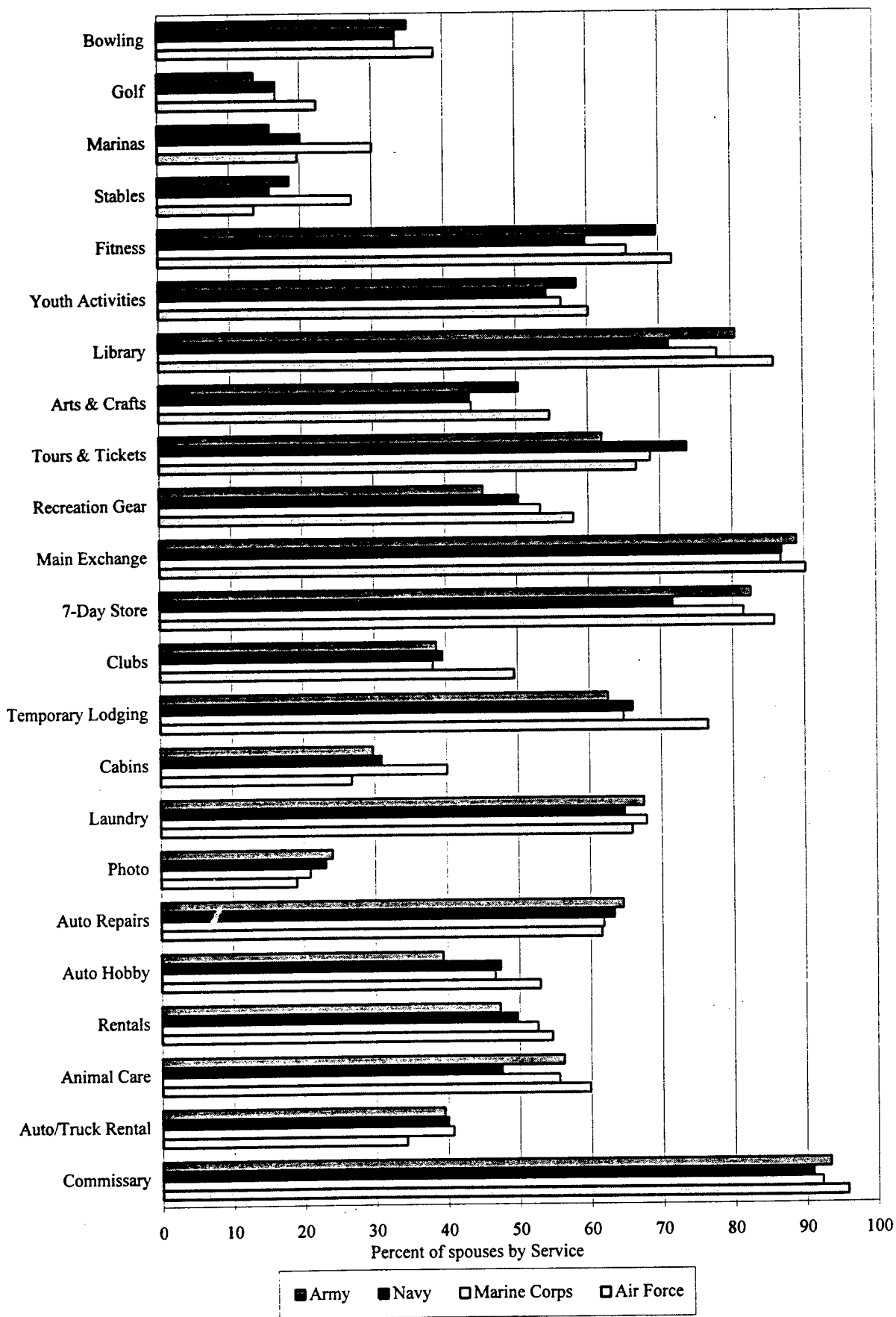


Figure 5.3.12. Spouse ratings of importance of MWR services by Service branch

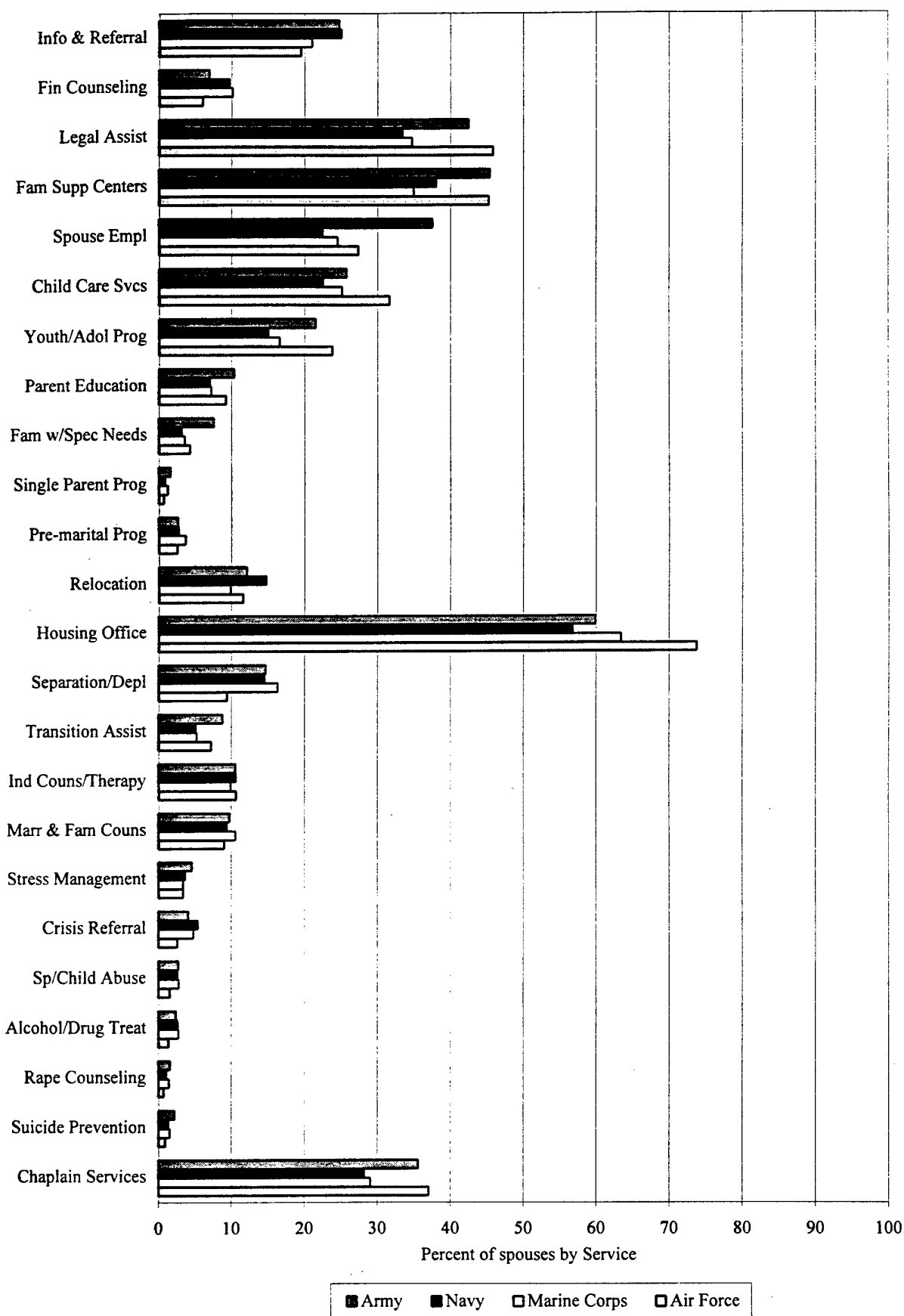


Figure 5.3.13. Spouse usage of family programs by Service branch

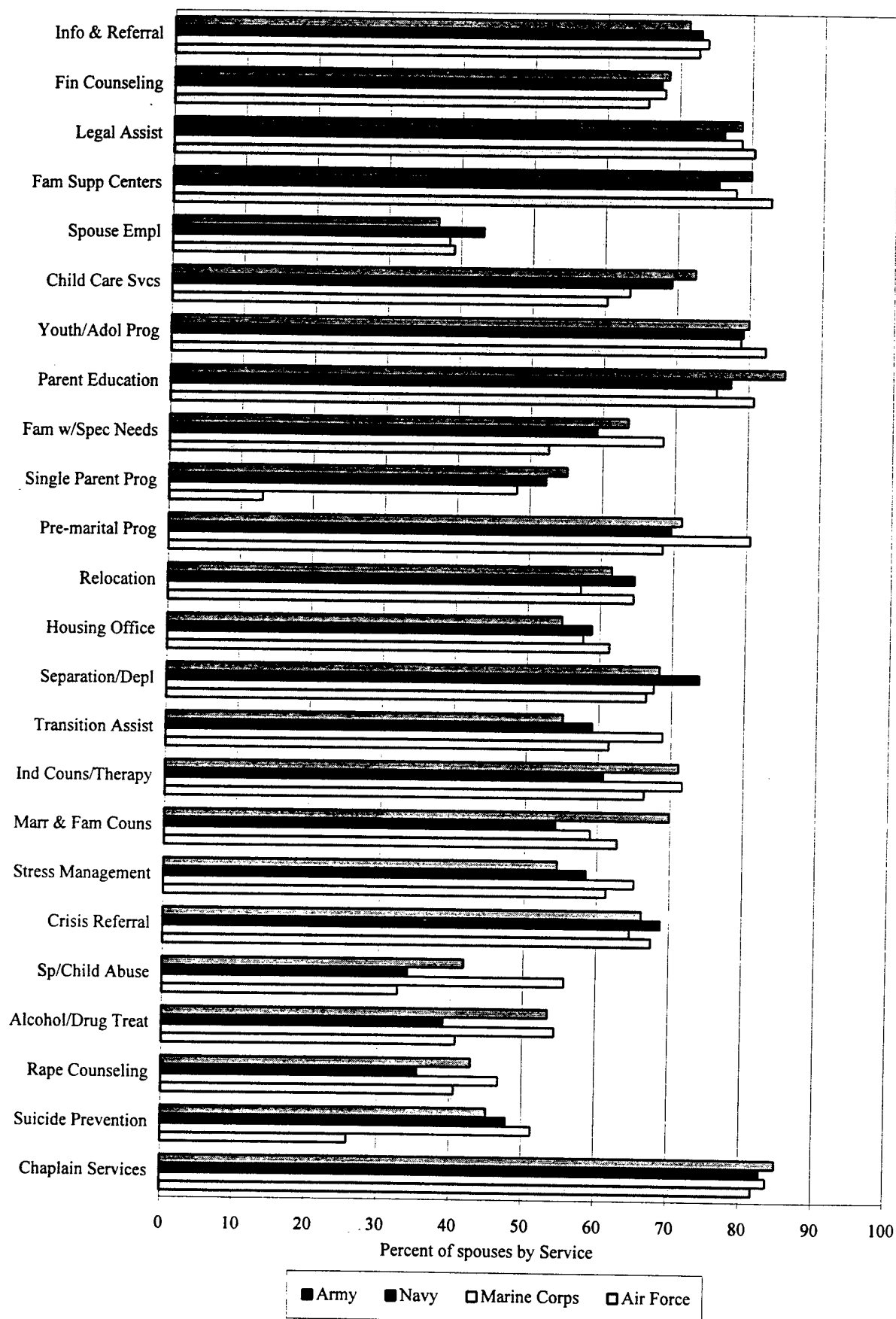


Figure 5.3.14. Spouse ratings of satisfaction with family programs by Service branch

- *Does program use vary by selected characteristics of members or spouses?*
- *Do ratings of importance and satisfaction vary by selected characteristics of members or spouses?*

This section of the report examines whether program use and ratings of importance and satisfaction vary by member's pay grade, by spouse's employment status, or by custody of minor children. As noted previously, stresses that military members and their spouses face vary by the member's pay grade, as do the sources of support. Sections 5.1 and 5.2 note that persons who experience specific problems are somewhat more likely to have used related programs, and that users with problems are somewhat less satisfied with the programs. Given the differences in stress and supports, the program evaluation variables may also vary by pay grade. A spouse's employment provides additional income and possible rewards to the spouse, but can also cause stress due to problems finding reliable child care and reducing the time available to spend with family and other activities.

Figures 5.3.15 to 5.3.22 show the levels of use and ratings of importance and satisfaction by pay grade and by whether the member had custody of minor children. For the most part program use and ratings of satisfaction are similar. Some differences, however, are worth noting.

Members in the E1-E4 pay grades do not use more MWR services than members in other grades. E1-E4 members are more likely to use bowling services (70%) compared to fewer than half of officers and 60-66 percent of other enlisted members. They are also somewhat more likely than members of other pay grades to have used the photo hobby shops, although fewer than one in seven have done so.

Members in the E1-E4 pay grades are also more likely than members in other pay grades to have used financial counseling services (12.8%). They are less likely than members in other pay grades to have used information and referral services, legal assistance services, family support centers, spouse employment services, child care services, and youth/adolescent programs. This finding probably occurs because these members are less likely to be married and have children.

There are few differences in MWR program use or ratings of importance by whether the member has custody of minor children. The differences that do exist are expected. For example, members with custody of children are more likely to have used youth activities programs (34.7% versus 8.3%), arts and crafts services (32.4% versus 22.5%), and animal care clinics (27.2% versus 12.4%), and they are more likely to rate these services as important. A similar pattern occurs when spouses with and without custody of minor children are compared (see Figures 5.3.23 to 5.3.26).

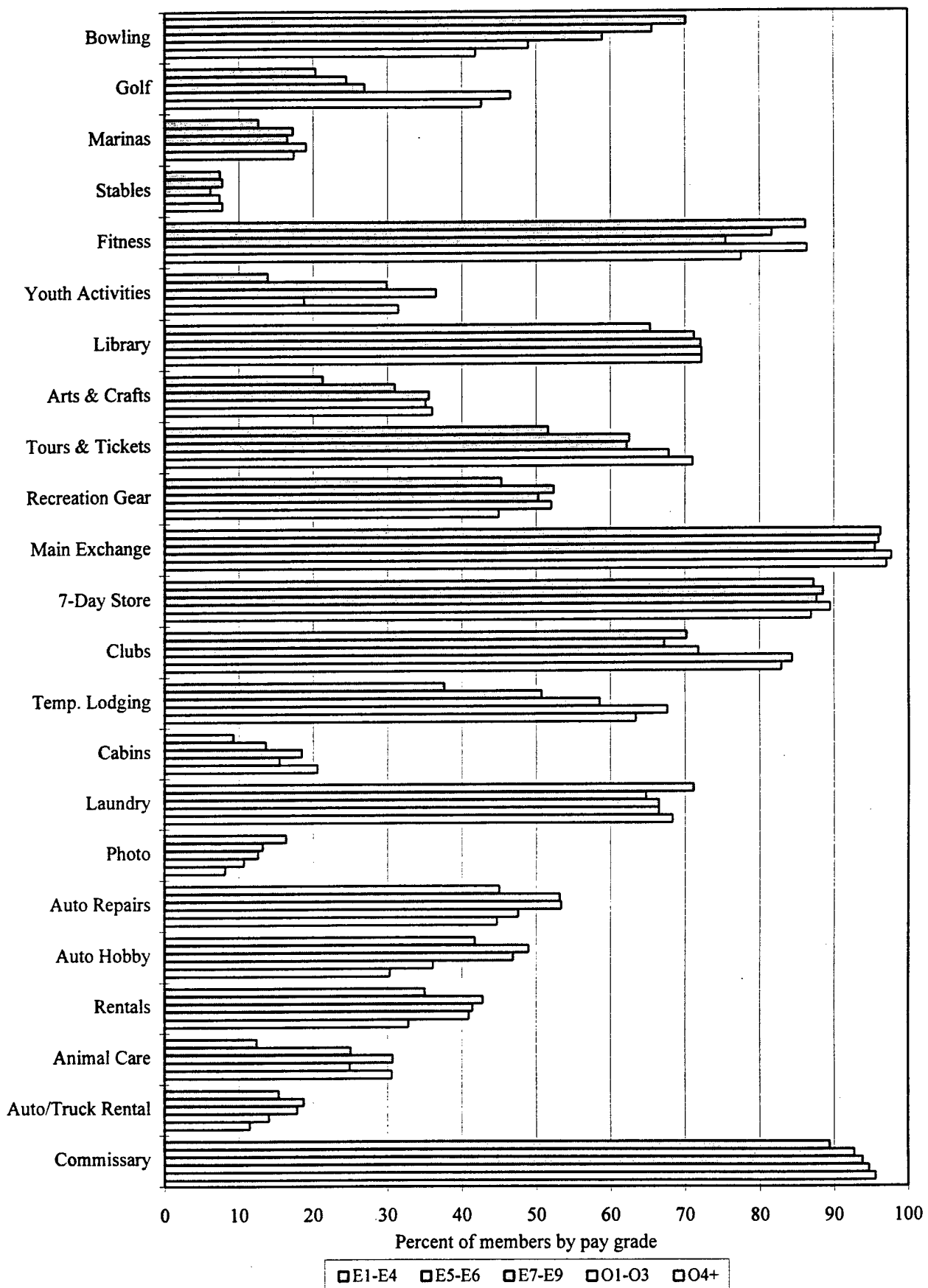


Figure 5.3.15. Member usage of MWR services by pay grade (from lowest to highest pay grade)

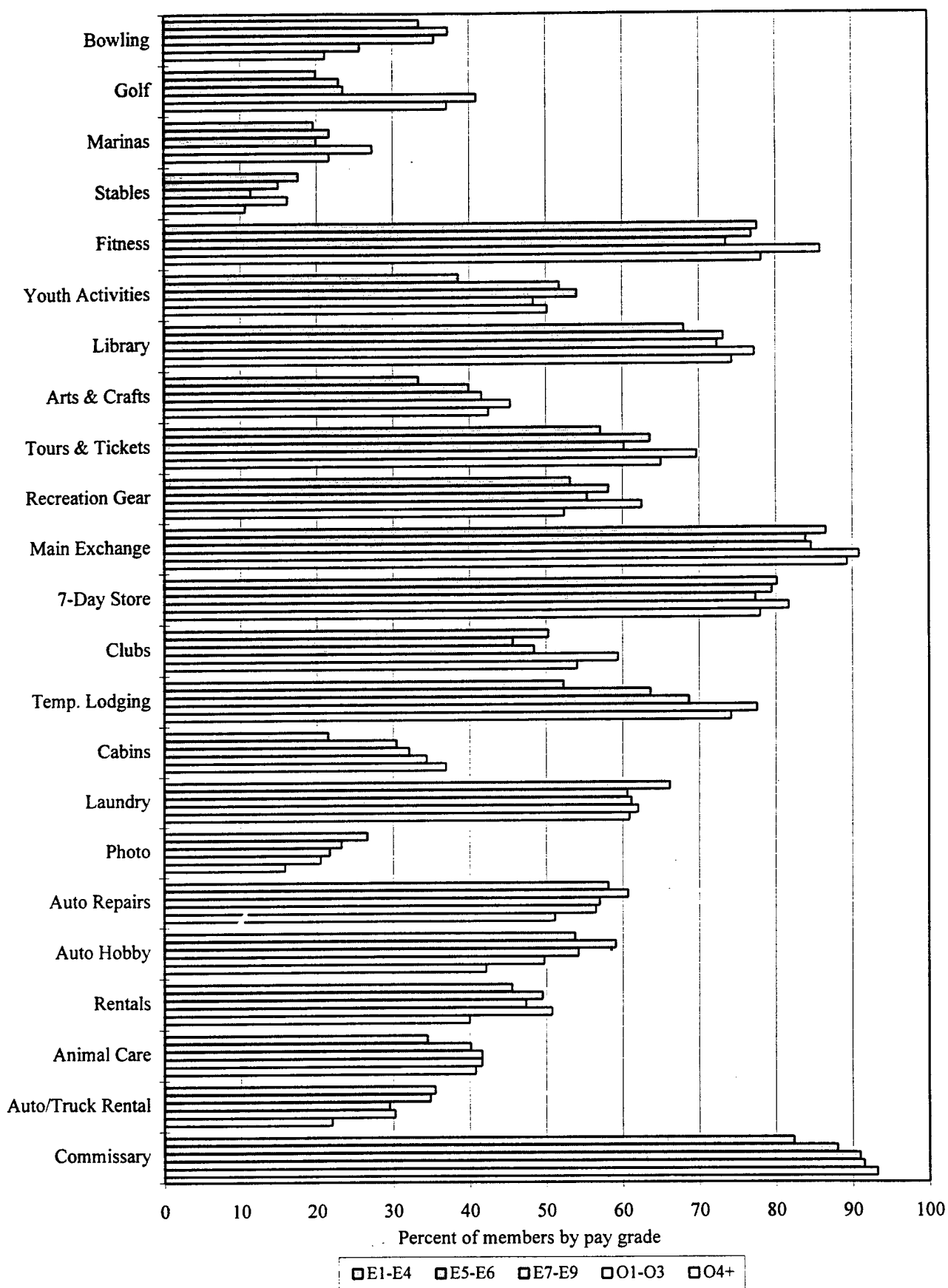


Figure 5.3.16. Member ratings of importance of MWR services by pay grade
(from lowest to highest pay grade)

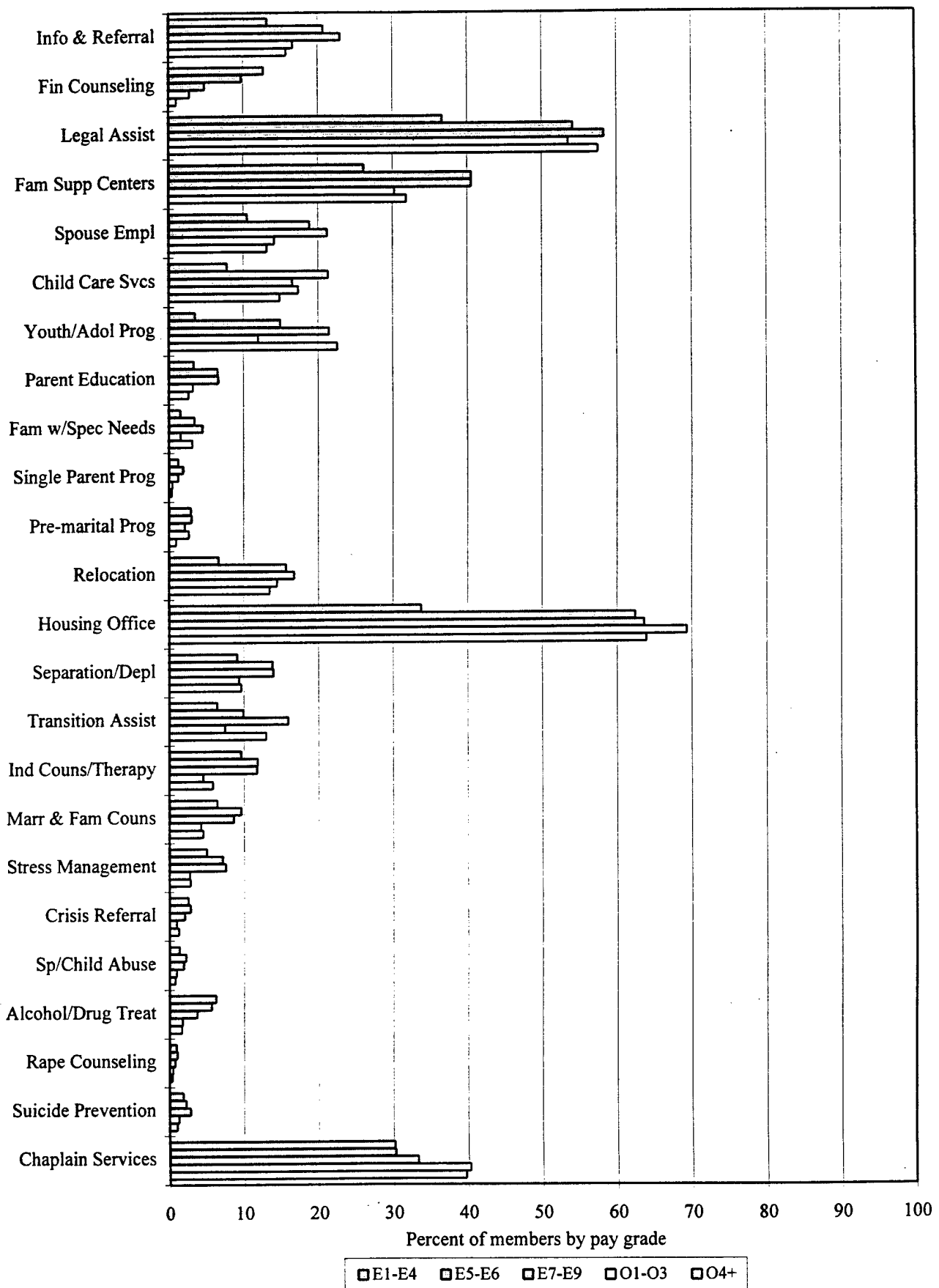


Figure 5.3.17. Member usage of family programs by pay grade (from lowest to highest pay grade)

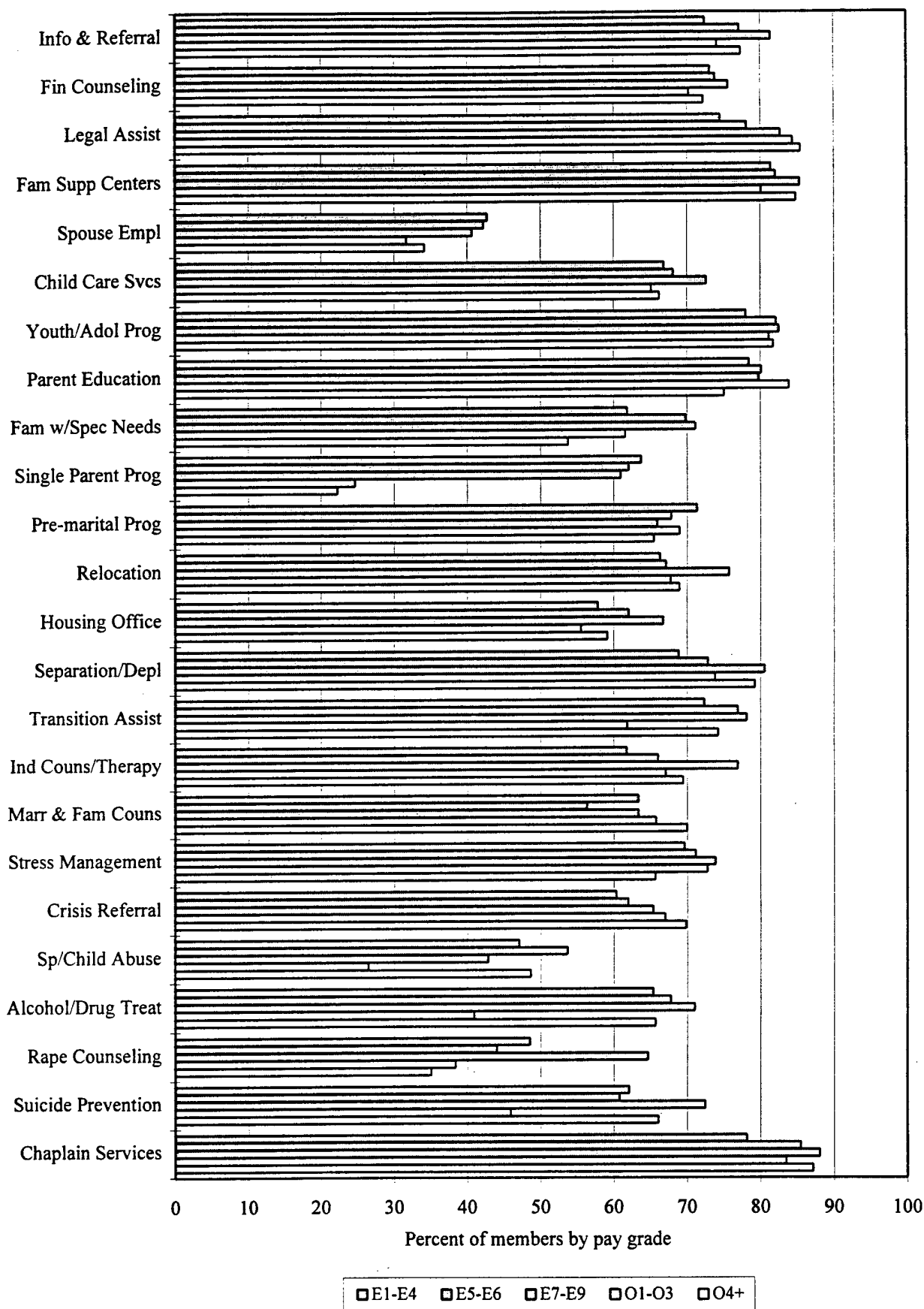


Figure 5.3.18. Member ratings of satisfaction with family programs by pay grade (from lowest to highest pay grade)

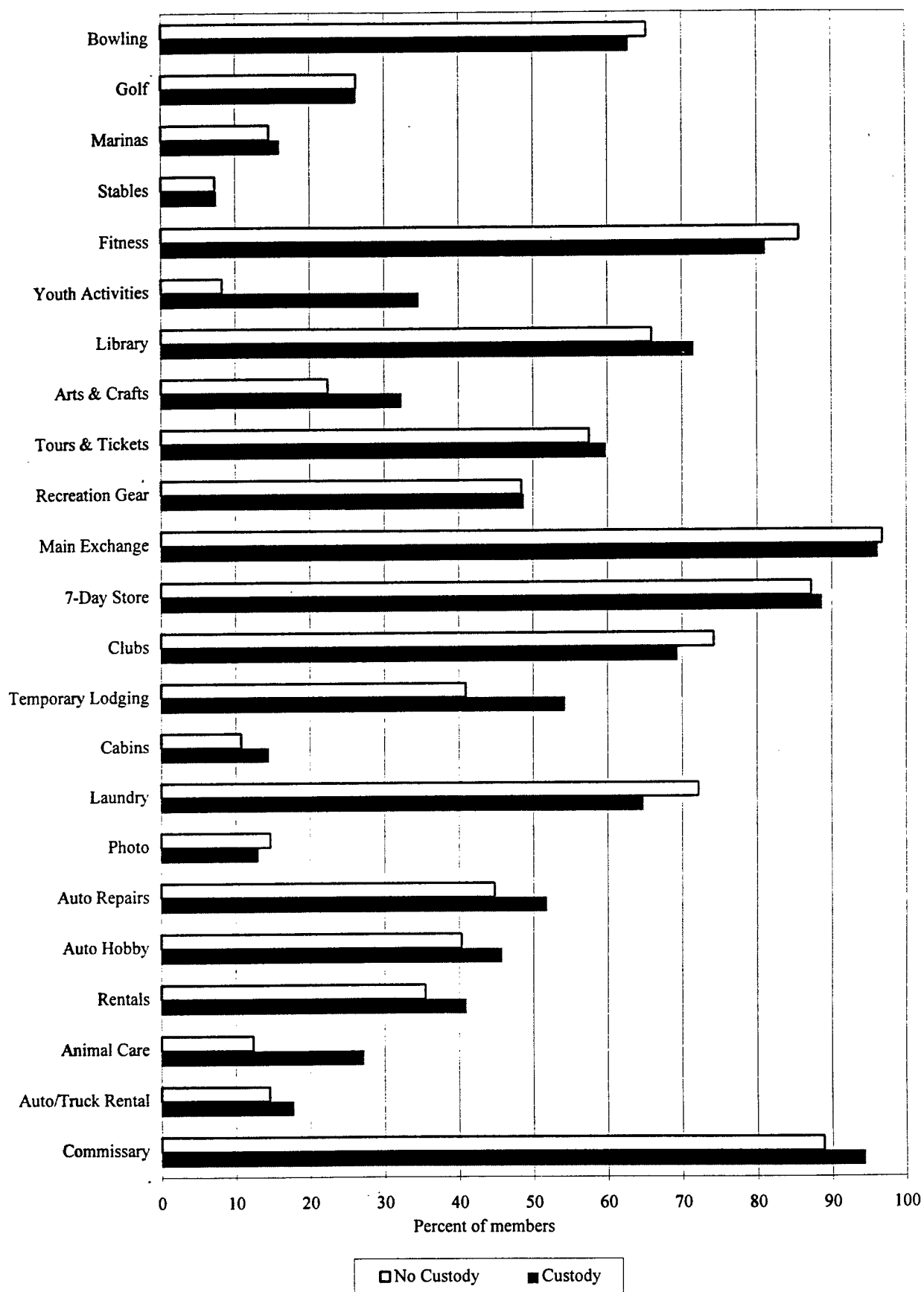


Figure 5.3.19. Member usage of MWR services by custody of minors

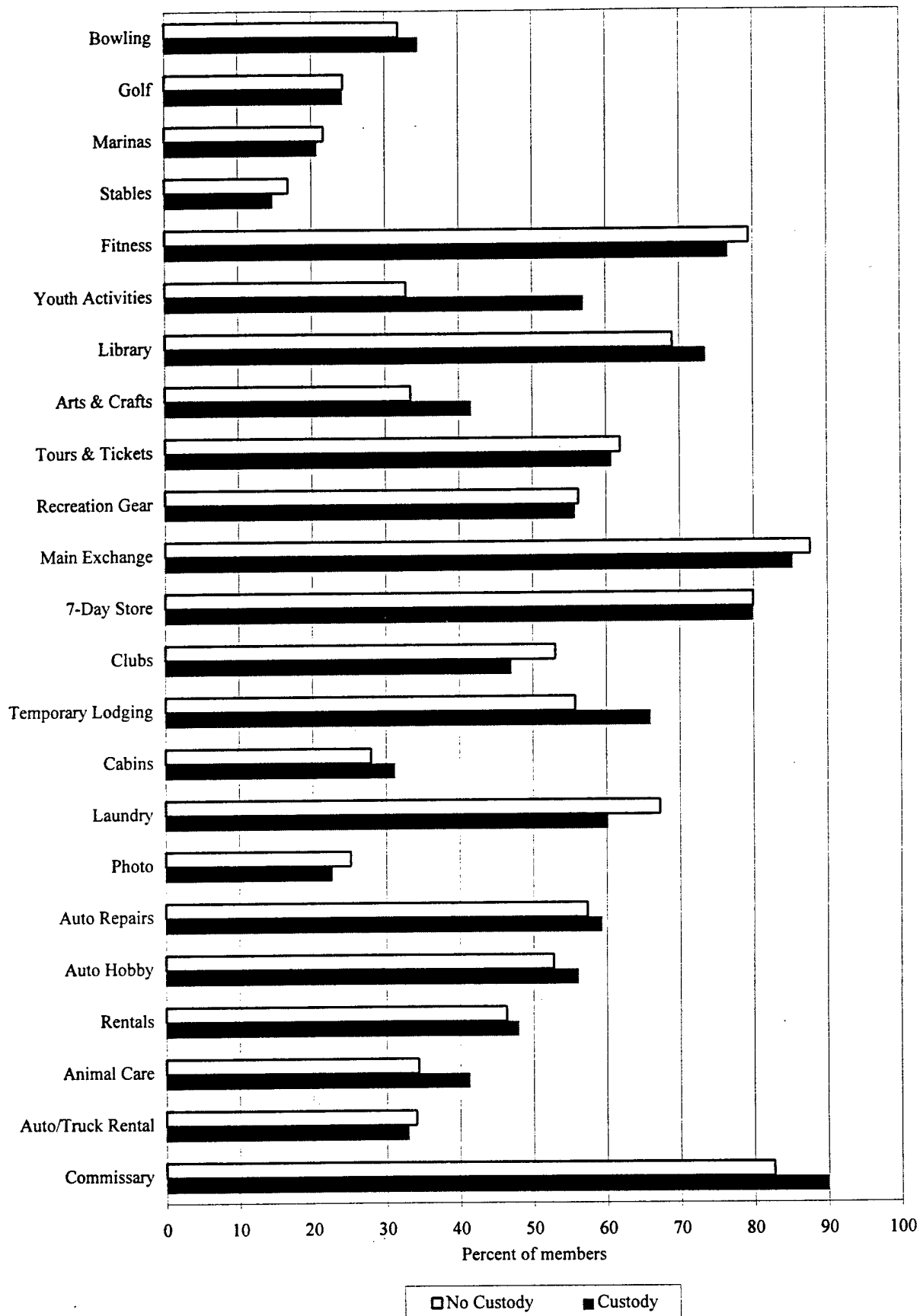


Figure 5.3.20. Member ratings of importance of MWR services by custody of minors

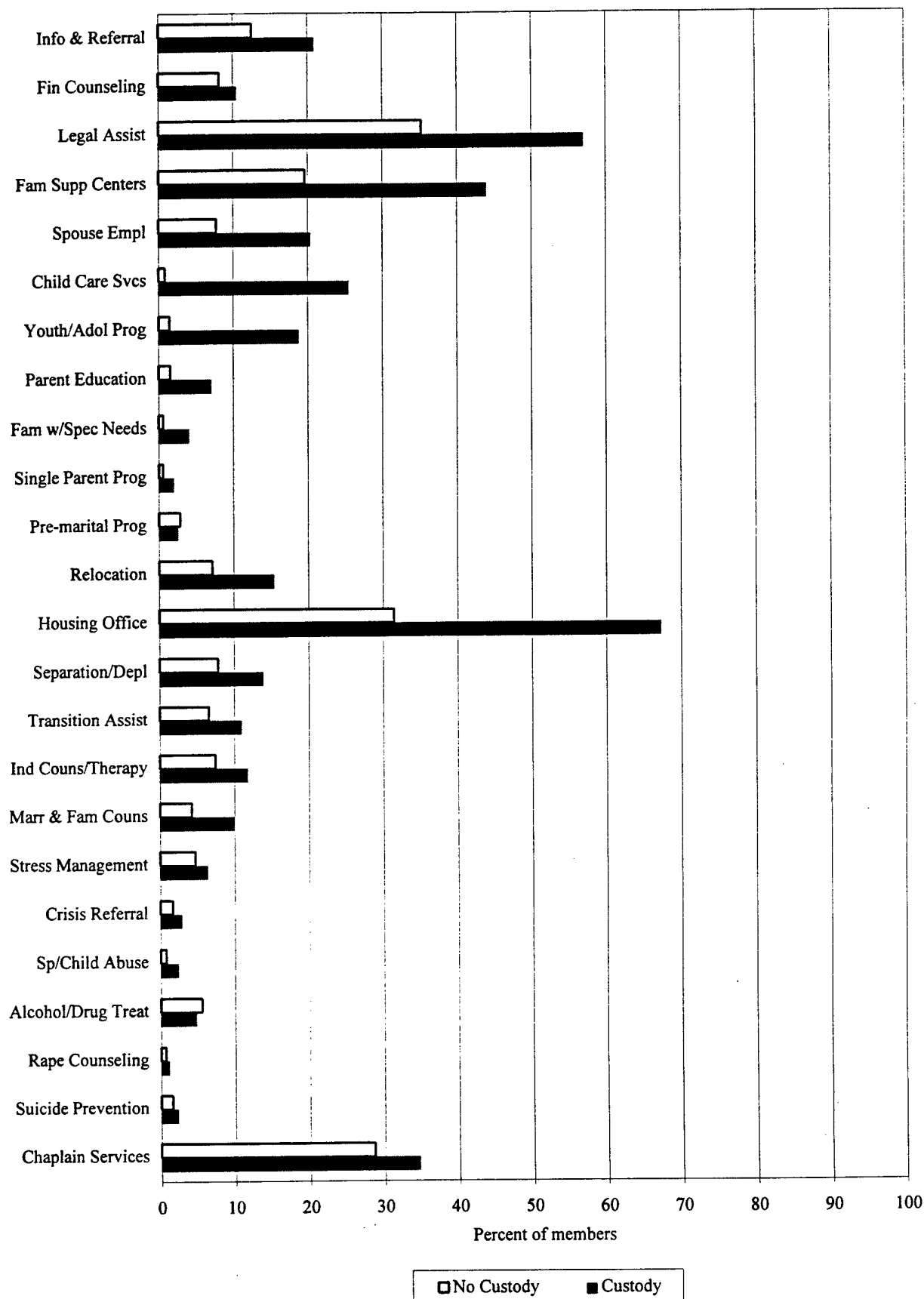


Figure 5.3.21. Member usage of family programs by custody of minors

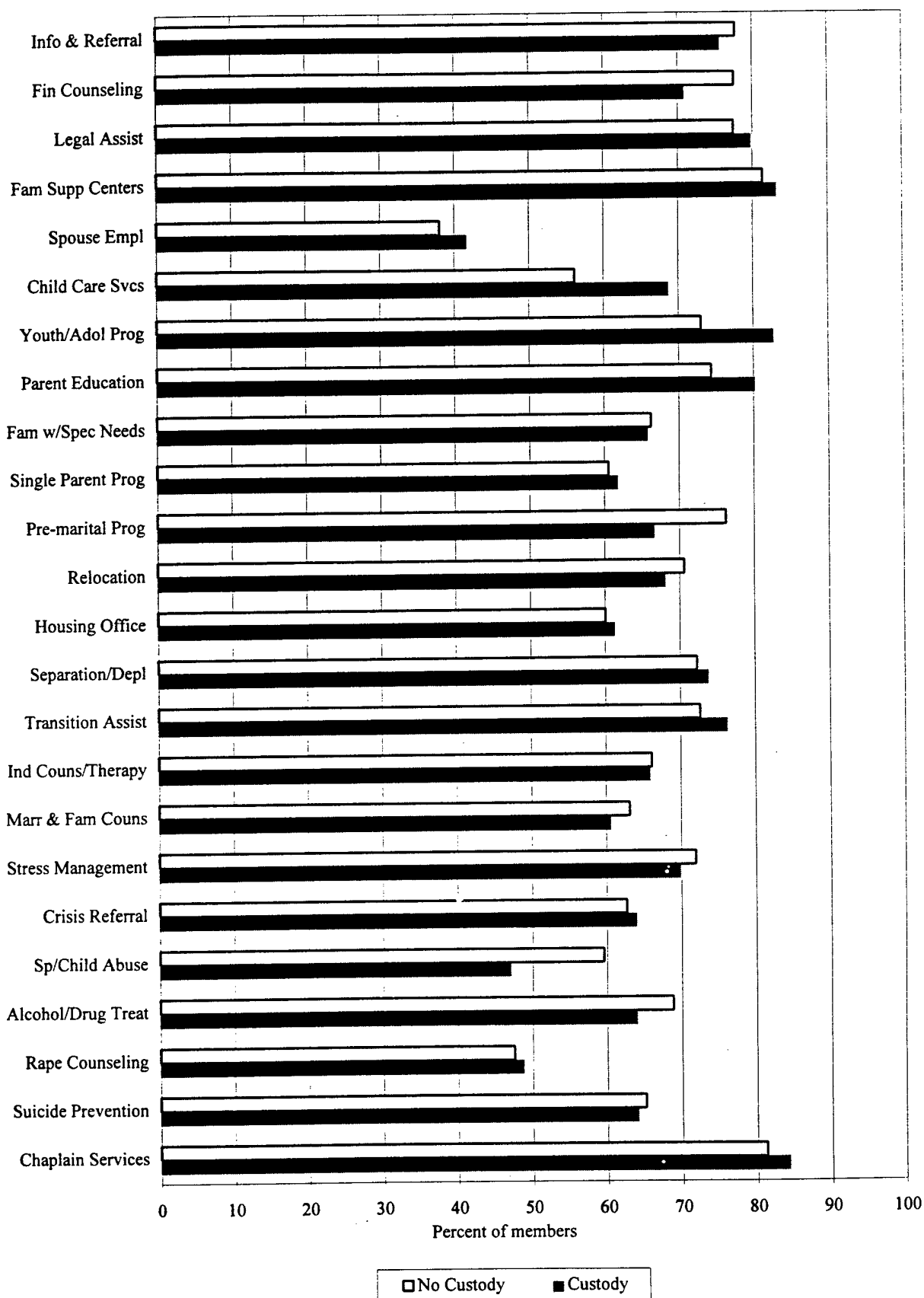


Figure 5.3.22. Member ratings of satisfaction with family programs by custody of minors

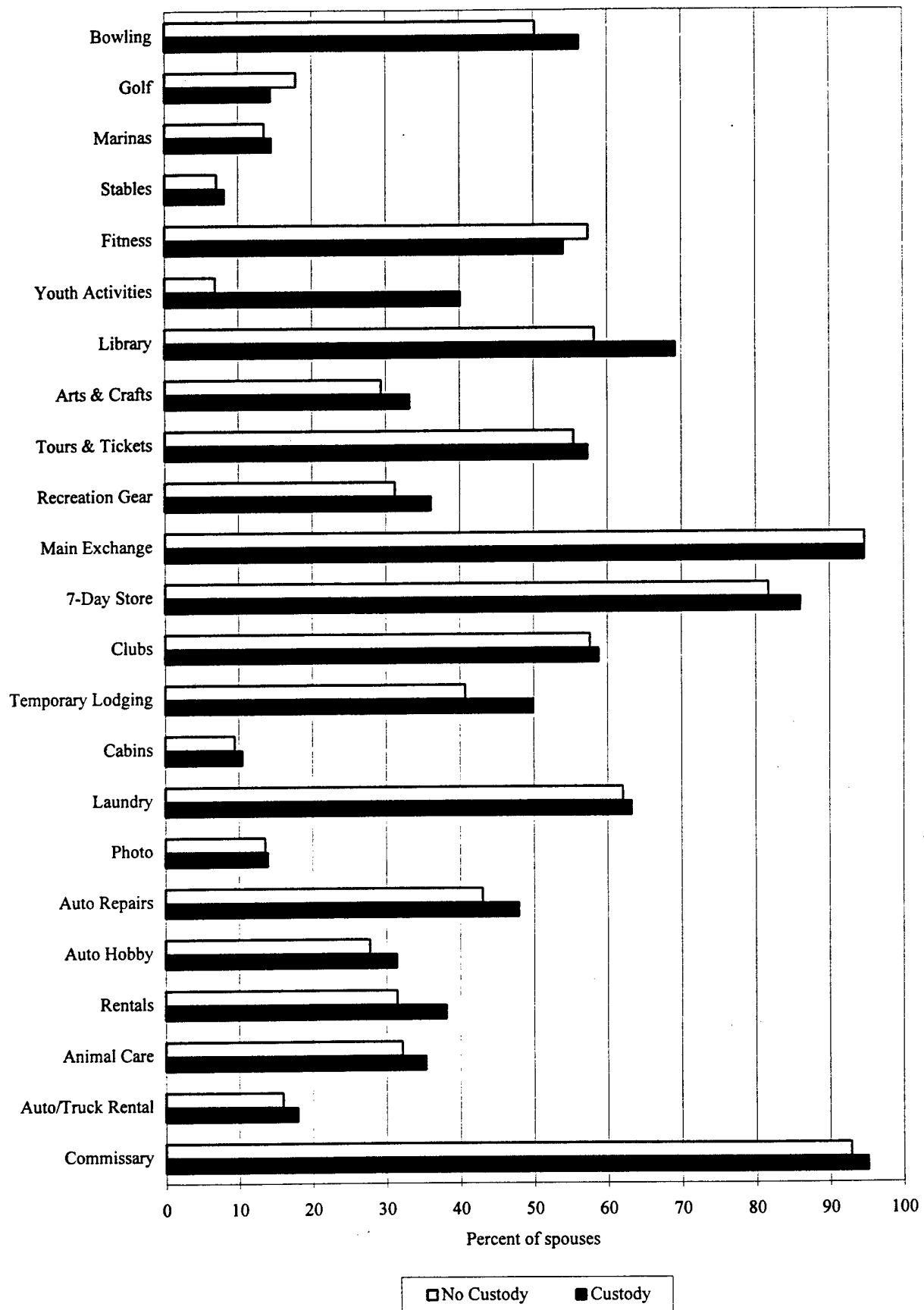


Figure 5.3.23. Spouse usage of MWR services by custody of minors

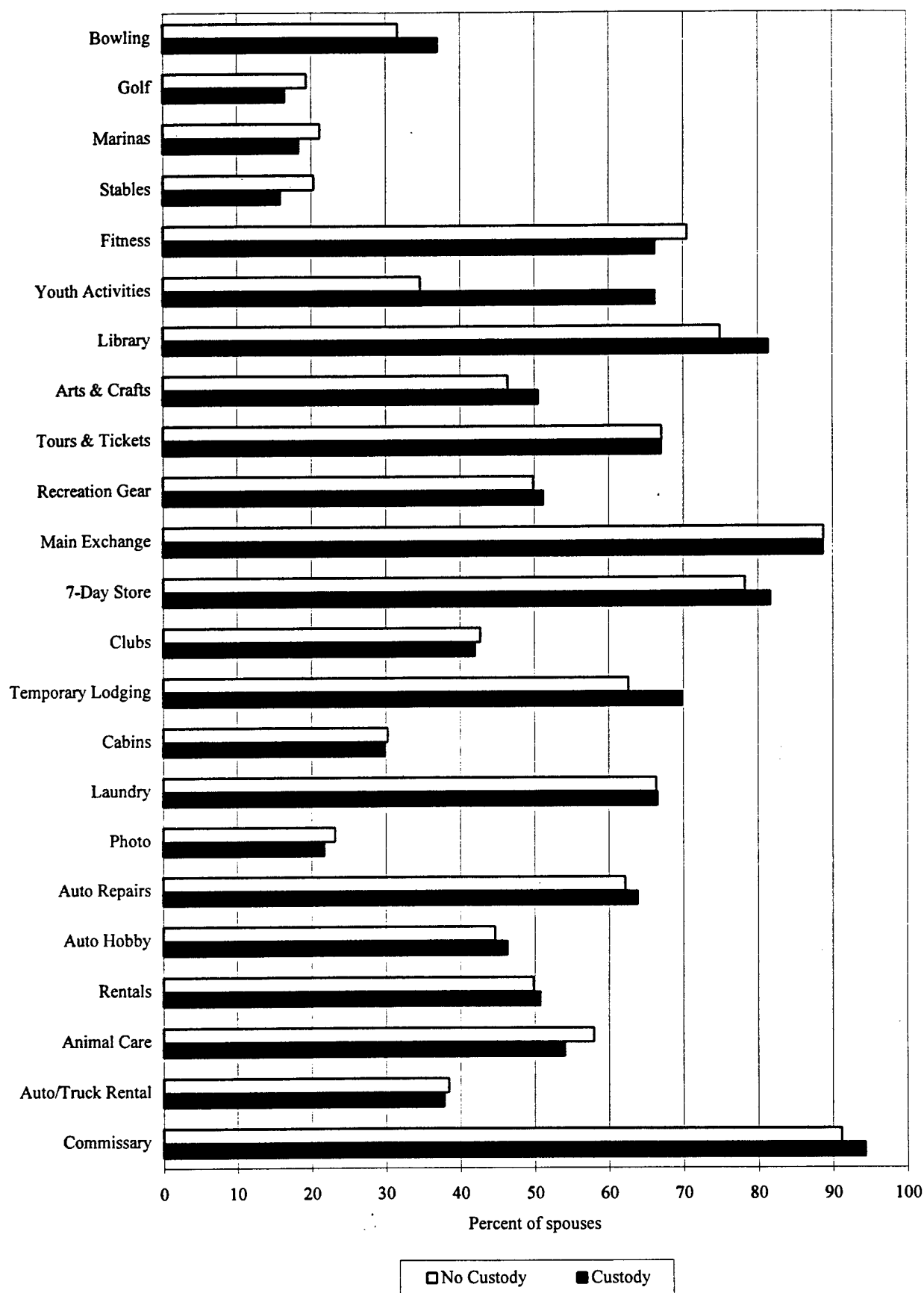


Figure 5.3.24. Spouse ratings of importance of MWR services by custody of minors

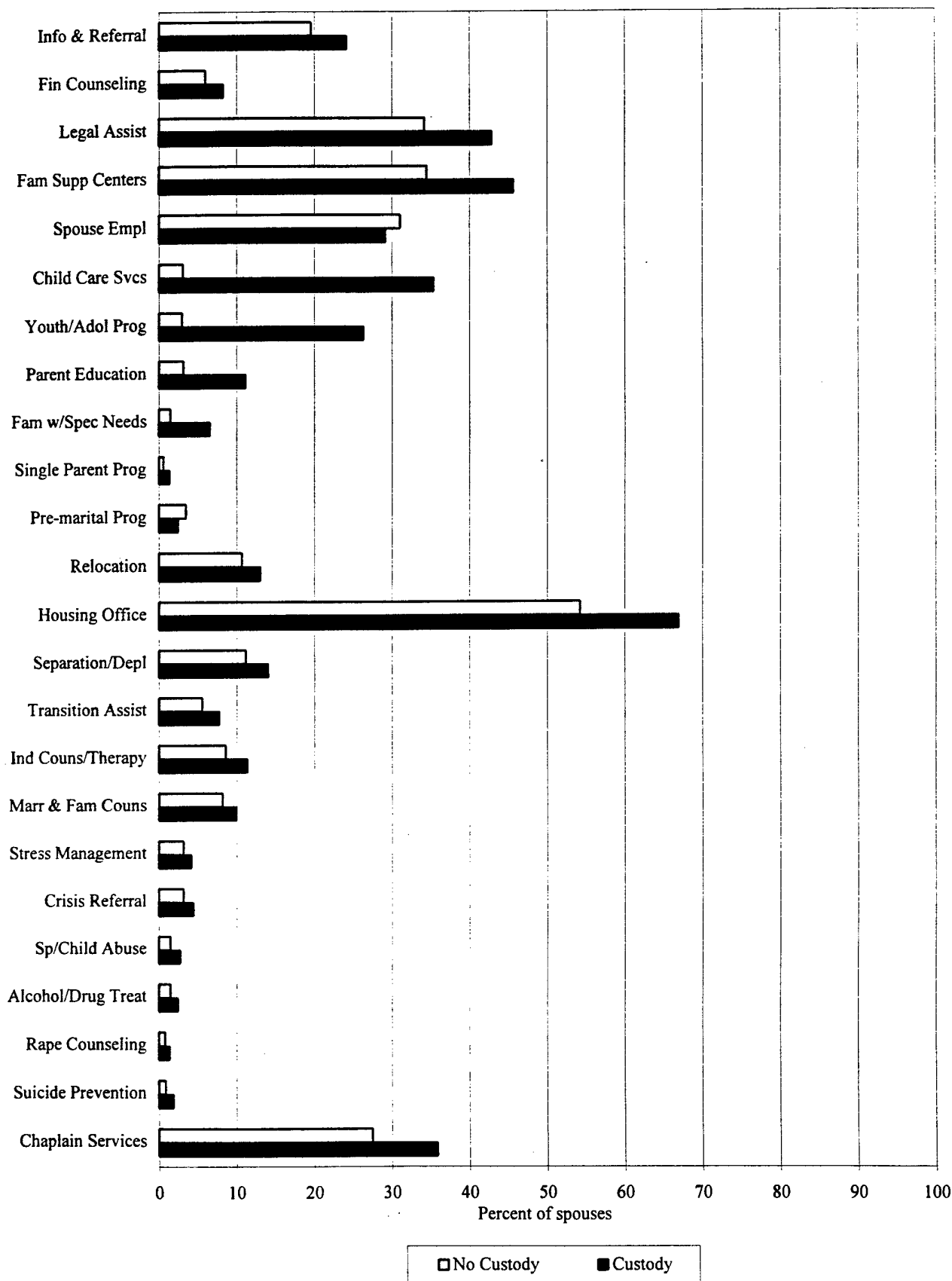


Figure 5.3.25. Spouse usage of family programs by custody of minors

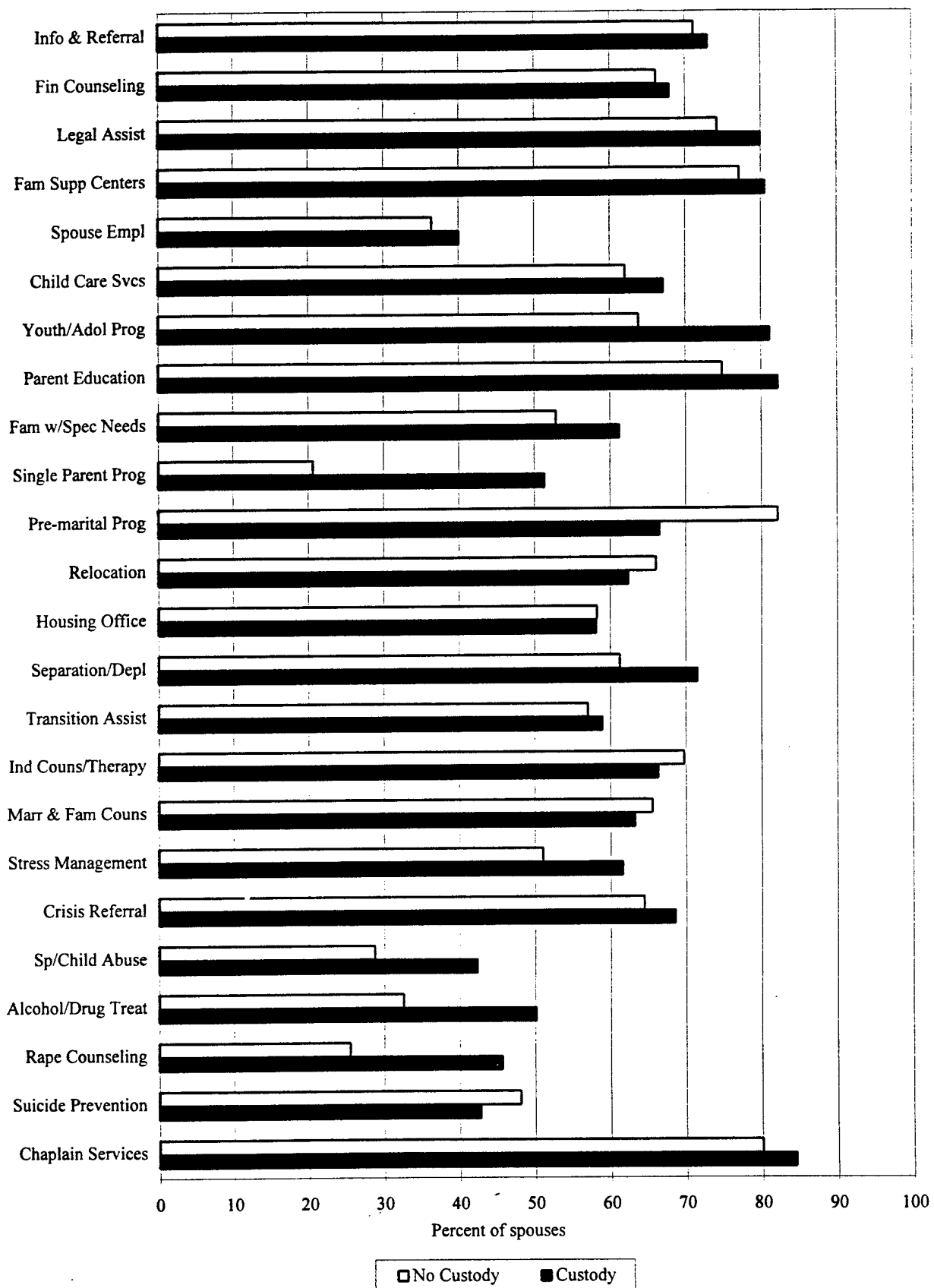


Figure 5.3.26. Spouse ratings of satisfaction with family programs by custody of minors

Members with custody of minor children are much more likely than members without custody to use family support programs. A similar pattern exists among spouses with and without custody, although the differences tend to be smaller than they are among members. The most likely explanation for this result is that some members are not married while all spouses are. Thus, spouses with custody and those without have more in common than members with custody and members without custody.

Like pay grade and custody of minor children, program use by spouse employment status shows some distinct differences (see Figure 5.3.27 to 5.3.30). Spouses of military members who are themselves in the Armed Forces are more likely than other spouses to have used all the recreation programs, except for stables. They are much more likely to have used fitness centers compared to other spouses. Eighty-three percent of dual military spouses have used the fitness centers compared to 58.3 percent of spouses in civilian jobs, 51.8 percent of unemployed spouses, and 46.5 percent of spouses voluntarily not in the labor force. They are also more likely to rate these programs as important, particularly the fitness centers. Spouses who are also in the Armed Forces are more likely than other spouses to have used legal assistance services, child care services, housing office services, chaplain/religious services, and stress management services.

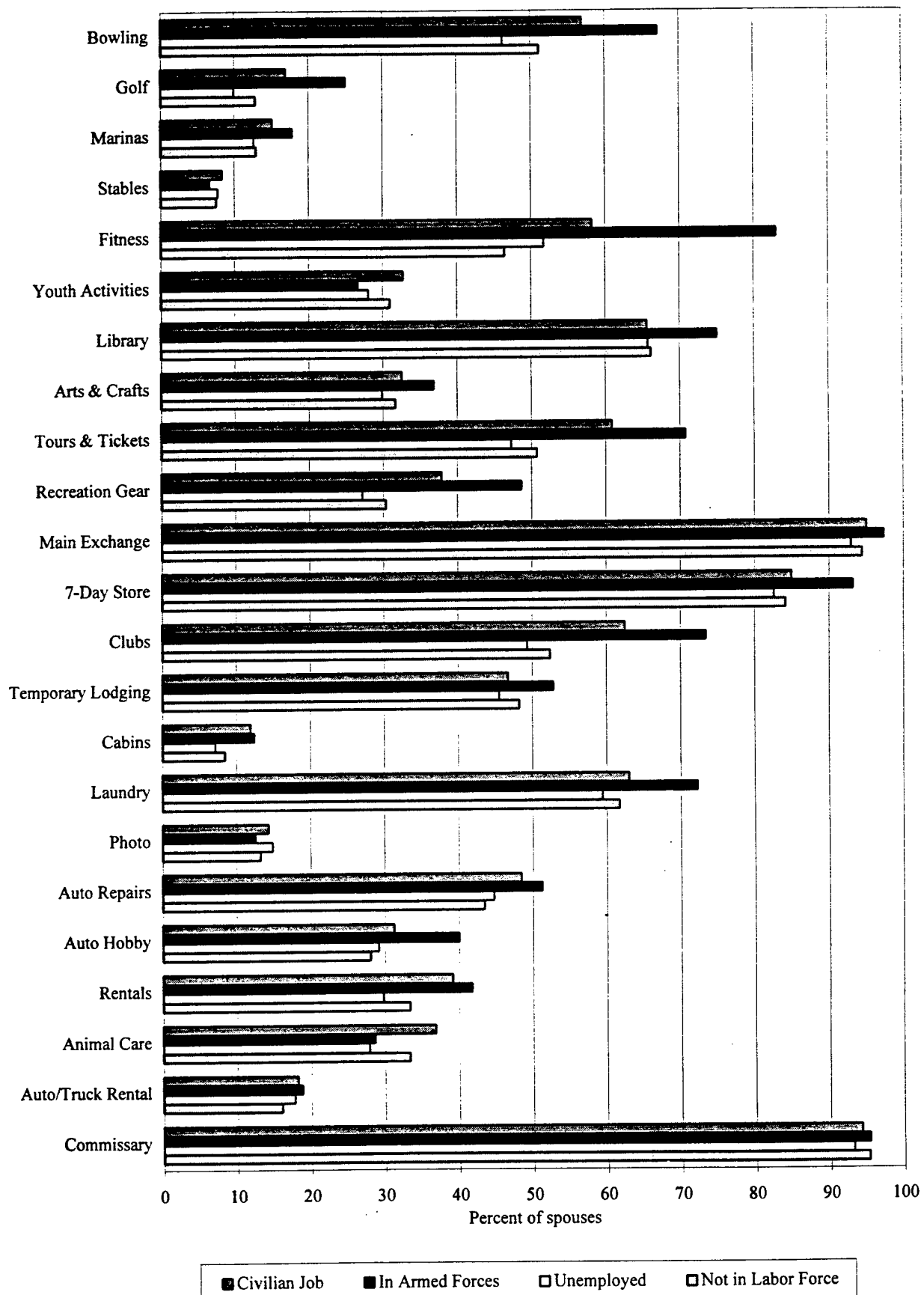


Figure 5.3.27. Spouse usage of MWR services by employment status

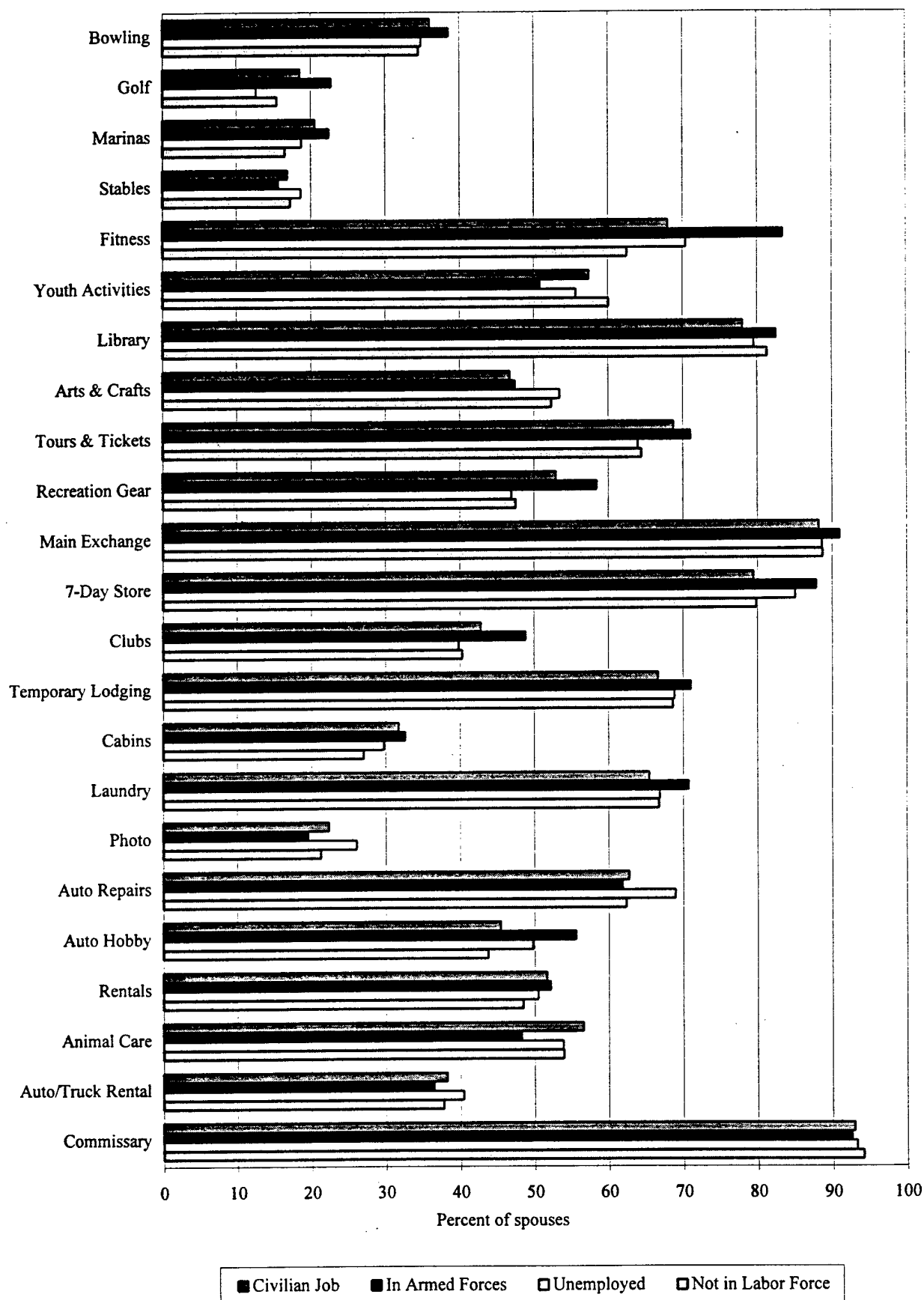


Figure 5.3.28. Spouse ratings of importance of MWR services by employment status

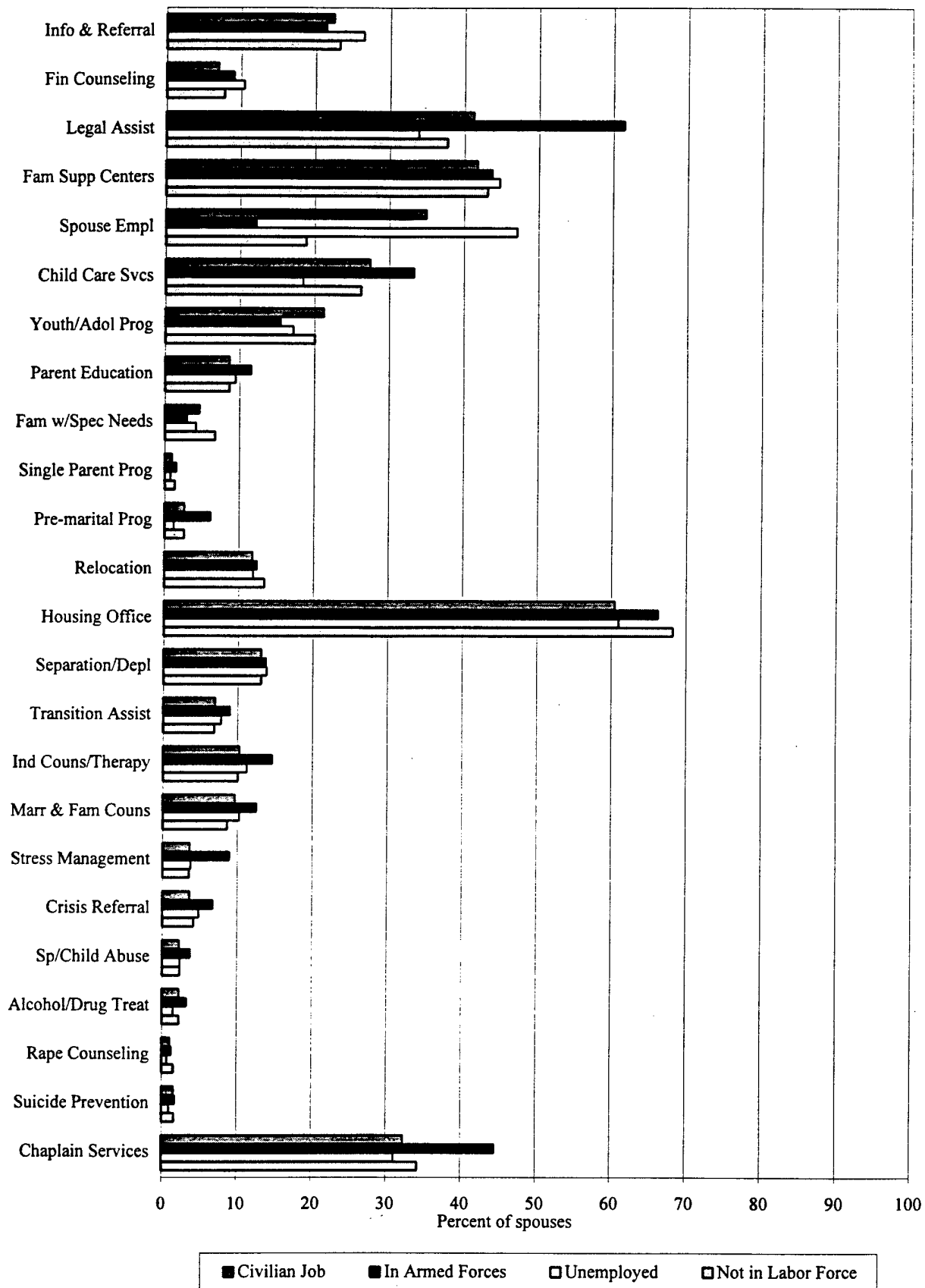


Figure 5.3.29. Spouse usage of family programs by employment status

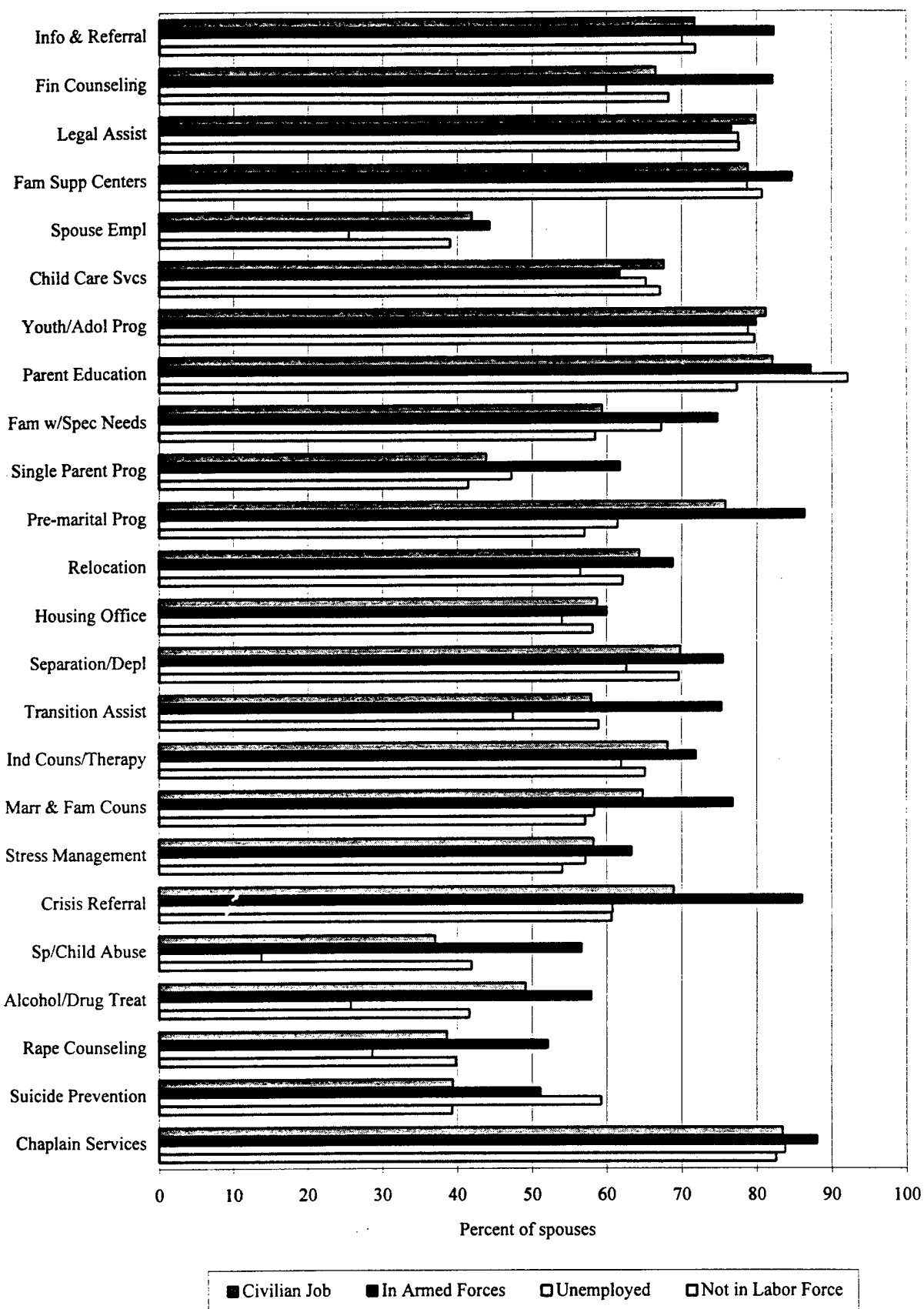


Figure 5.3.30. Spouse ratings of satisfaction with family programs by employment status

- *Are the users of the programs and services representative of the population of military personnel or of military spouses?*

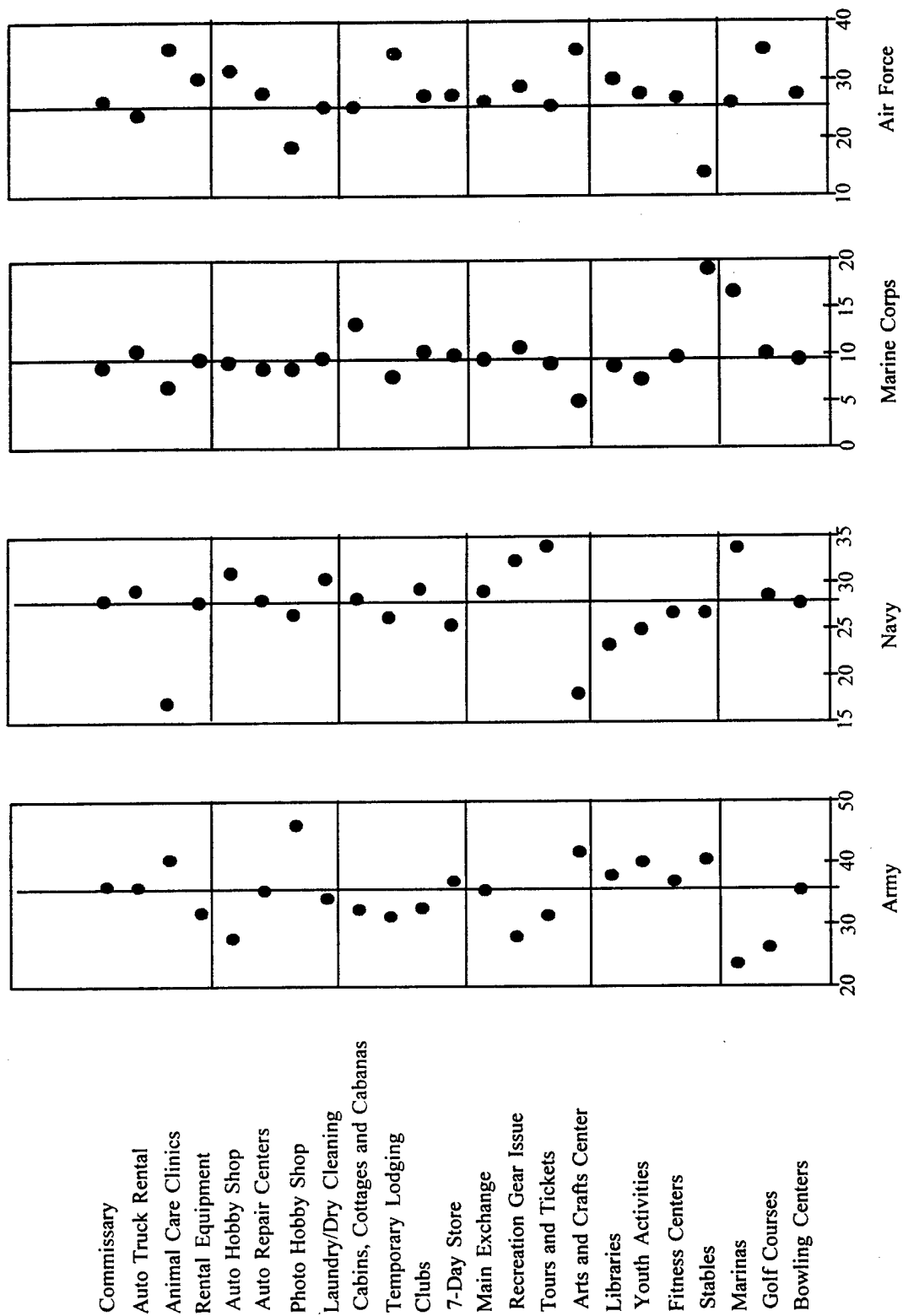
The previous discussion shows that use of some MWR services and family programs varies by Service and member's pay grade. These results indicate that programs and services users are not representative of all military personnel or spouses. Another way to examine this question is to determine whether the distribution of users of different programs is the same as the distribution of military members or spouses with the same characteristic. For example, Army soldiers represent 36 percent of all military members. If program use is randomly distributed across military members, then Army members would be expected to constitute 36 percent of each program's users. As Figures 5.3.31 through 5.3.38 illustrate, program use is not distributed randomly across the Services. These figures show, at a glance, which Services and pay grades are most likely to use the programs and which are less likely to use them.

As an example, Air Force members represent about 25.5 percent of all military members, yet more than 25.5 percent of Air Force members use many MWR services and family programs. Air Force members make up approximately 35 percent of users of golf courses, arts and crafts centers, temporary lodging facilities, and animal care clinics. For other programs and services they also represent more than 25.5 percent of users. For instance, Air Force members are overrepresented among users of family support centers, youth/adolescent programs, child care services, legal assistance services, and housing office services.

Members of the Marine Corps, on the other hand, tend to use programs less than their proportion in the military would indicate. They are somewhat underrepresented among users of many MWR services. For example, Marine Corps members represent 9.5 percent of all military members, yet they make up only 5 percent of users of arts and crafts centers. On the other hand, they represent 16.6 percent of marina users and 18.9 percent of users of stables. Marine Corps members tend to make up fewer than 9.5 percent of family program users. They are underrepresented among family programs users, except for a few less frequently used programs, such as alcohol treatment and drug abuse programs, crisis referral programs, and pre-marital programs, in which they represent more than 9.5 percent of all users.

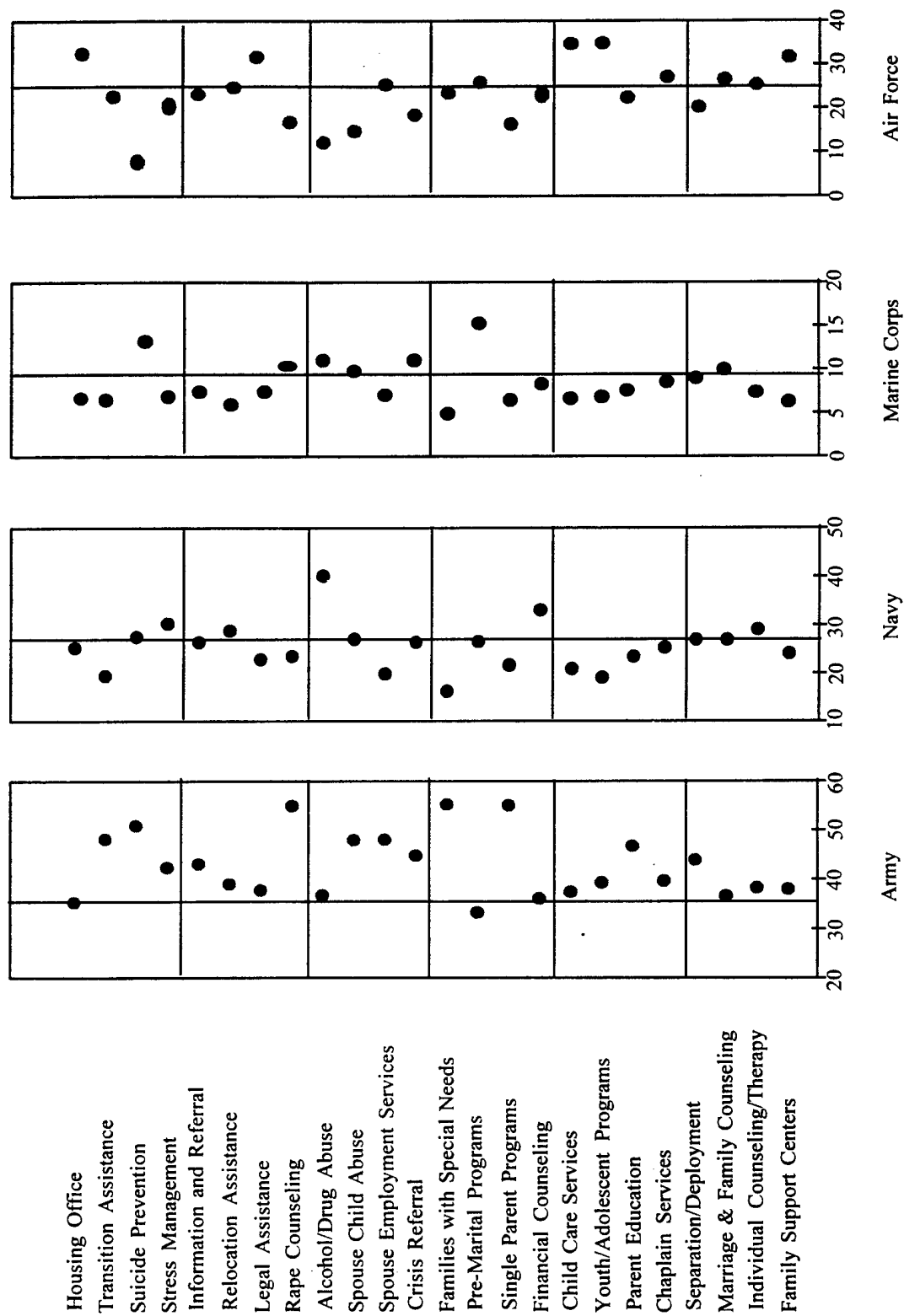
Navy members also use programs at or below the expected rate; they are underrepresented among users of many MWR services. They are particularly less likely to use arts and crafts programs and animal care clinics. They are more likely to use marinas than their proportions would suggest, possibly because marinas are more likely to be available at their duty locations. Navy members are underrepresented among users of family programs, except for financial counseling services and alcohol treatment and drug abuse programs, in which they are overrepresented. However, only 5 percent of all members have used alcohol treatment and drug abuse programs.

Army members are more likely to use spouse employment services than their proportions indicate. They are also much more likely to use photo hobby services than their proportions suggest.



Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all respondents in a particular Service branch. For example, 36 percent of military members are in the Army. The dots represent the proportion of users of a given MWR service who are in each Service branch.

Figure 5.3.31. Comparison of MWR service users with military member population by Service branch



Note: Scales for figures vary. The vertical lines with each rectangle indicate the proportion of all respondents in a particular Service branch. The dots represent the proportion of users of a given family program in each Service branch.

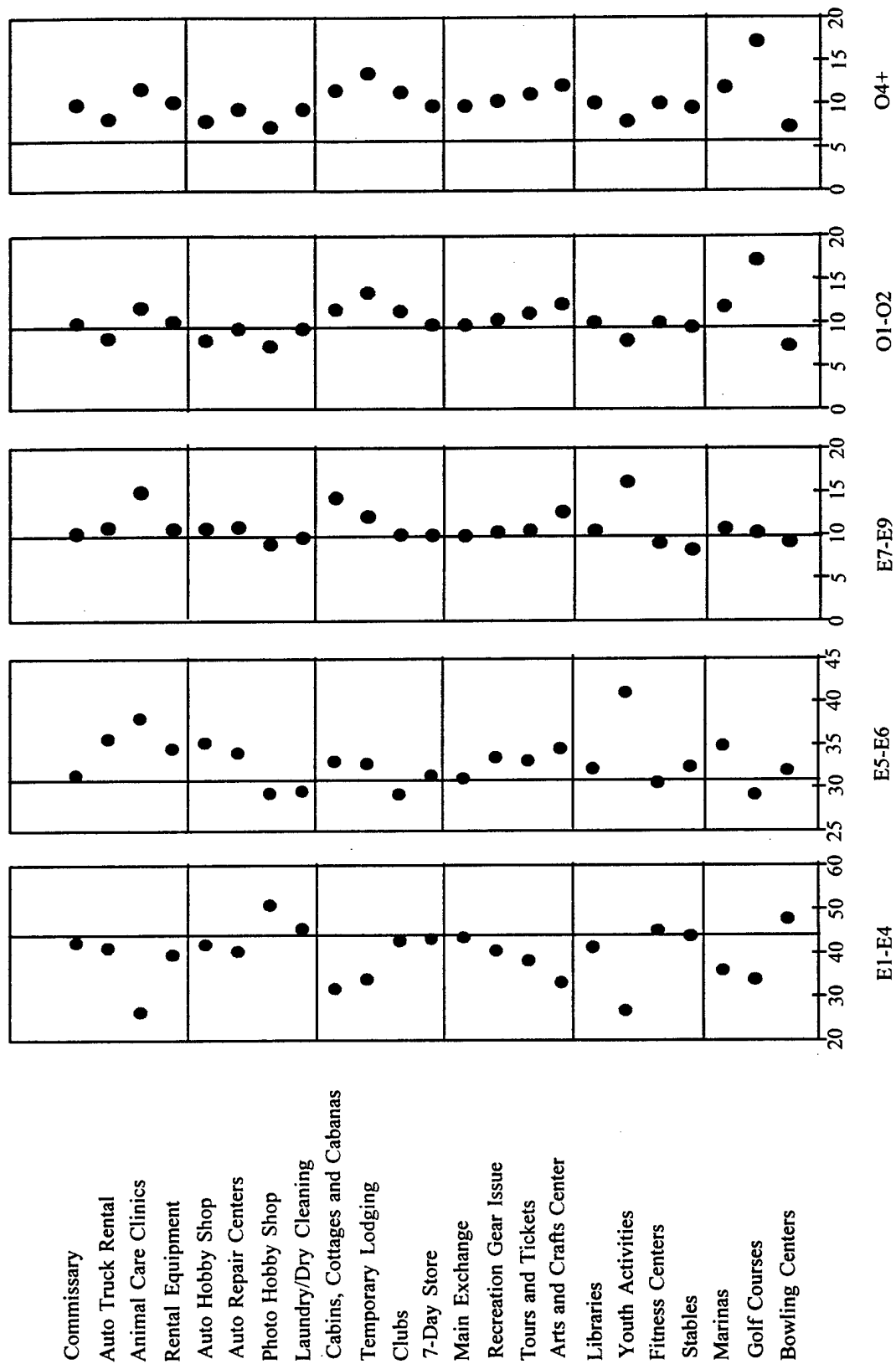
Figure 5.3.32. Comparison of family program users with military member population by Service branch

With respect to pay grade, members in the E5-E6 and E7-E9 pay grades are overrepresented among users of many family services and programs. That is, they constitute a greater proportion of users than they do of all military members. Members in the E1-E4 pay grades, on the other hand, constitute a smaller proportion of users than their proportion of all military members. They are less likely to use most programs and services, except for financial counseling services and alcohol treatment and drug abuse programs. (See Figures 5.3.33 and 5.3.34.)

Figures 5.3.35 through 5.3.38 show the proportion of spouses using programs relative to the proportion in each Service and employment status category. In many ways, the pattern of program use among spouses by Service is similar to the members' use. As with members, Marine Corps spouses and Navy spouses are more likely to use marinas, relative to their population size, than other spouses. Marine Corps spouses are also overrepresented among users of stables, just as Marine Corps members are. Army spouses, like the members, are overrepresented among users of photo hobby shops. Air Force spouses, like Air Force members, use golf courses more frequently than other military spouses relative to their population size. It is not possible, however, to determine the extent to which availability of programs affects usage patterns.

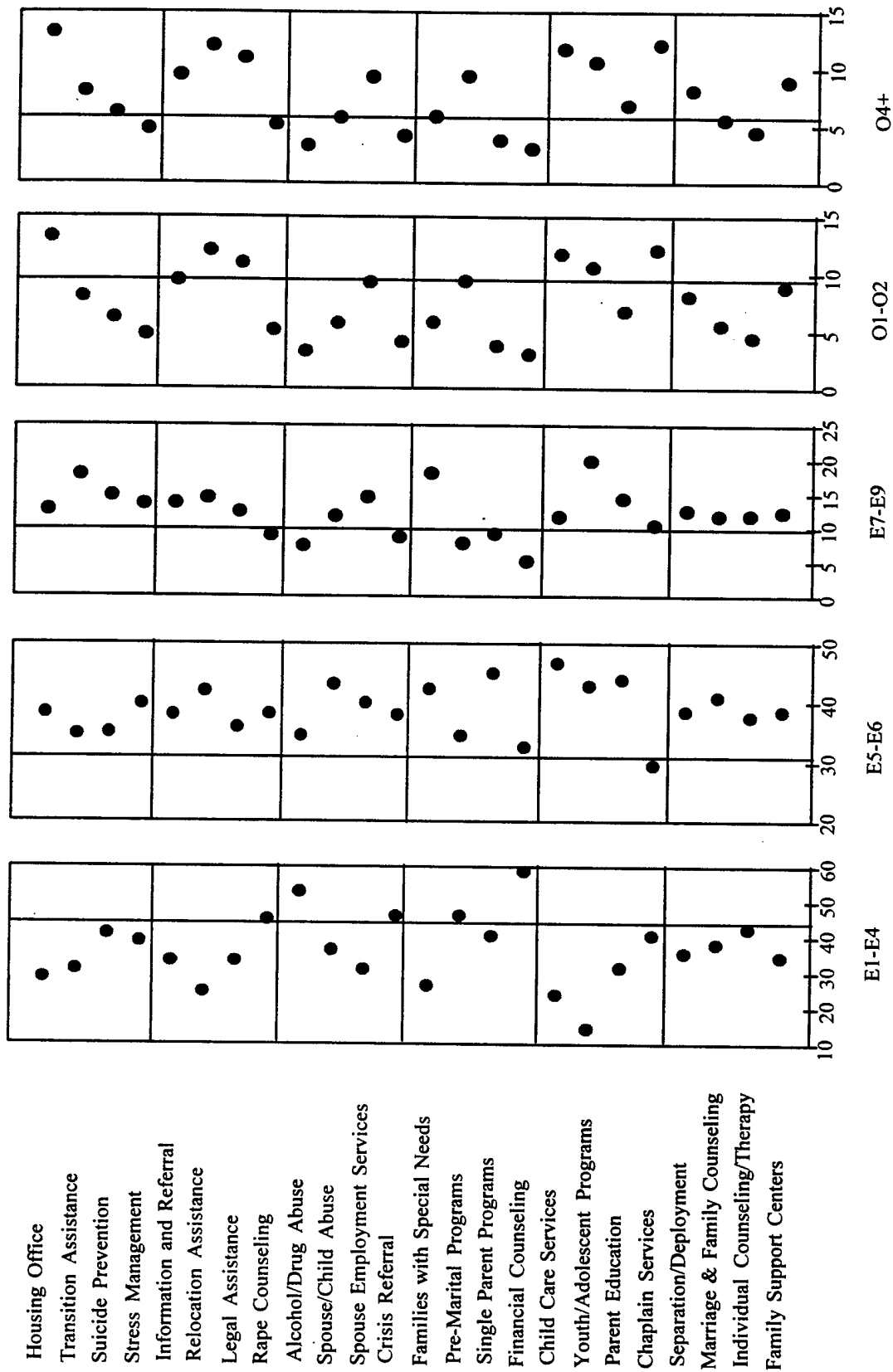
Although one might expect that employed spouses would have less time to use MWR services, the opposite seems to be true. In many instances, spouses with civilian jobs are more likely to use programs (or to use them at the expected level), considering the proportion of military spouses they represent. They are more likely to use all recreation programs (bowling centers, golf courses, marinas, stables, and fitness centers). They are also overrepresented among users of tours and ticket services, recreation gear issue, clubs, cabins, cottages, and cabanas, rentals and equipment, and animal care clinics. Spouses who are unemployed or are voluntarily not in the labor force are less likely to use programs or services. Spouses who are themselves in the Armed Forces are somewhat more likely to use recreation services than their numbers would indicate, except for stables. They are also more likely to use tours and ticket services and recreation gear issue.

Regarding family programs, spouses with civilian jobs are more likely to use youth/adolescent programs, child care services, and spouse employment services. Unemployed spouses use financial counseling services and spouse employment services at a higher rate. They also use child care services at a lower rate than those who are employed, as expected.



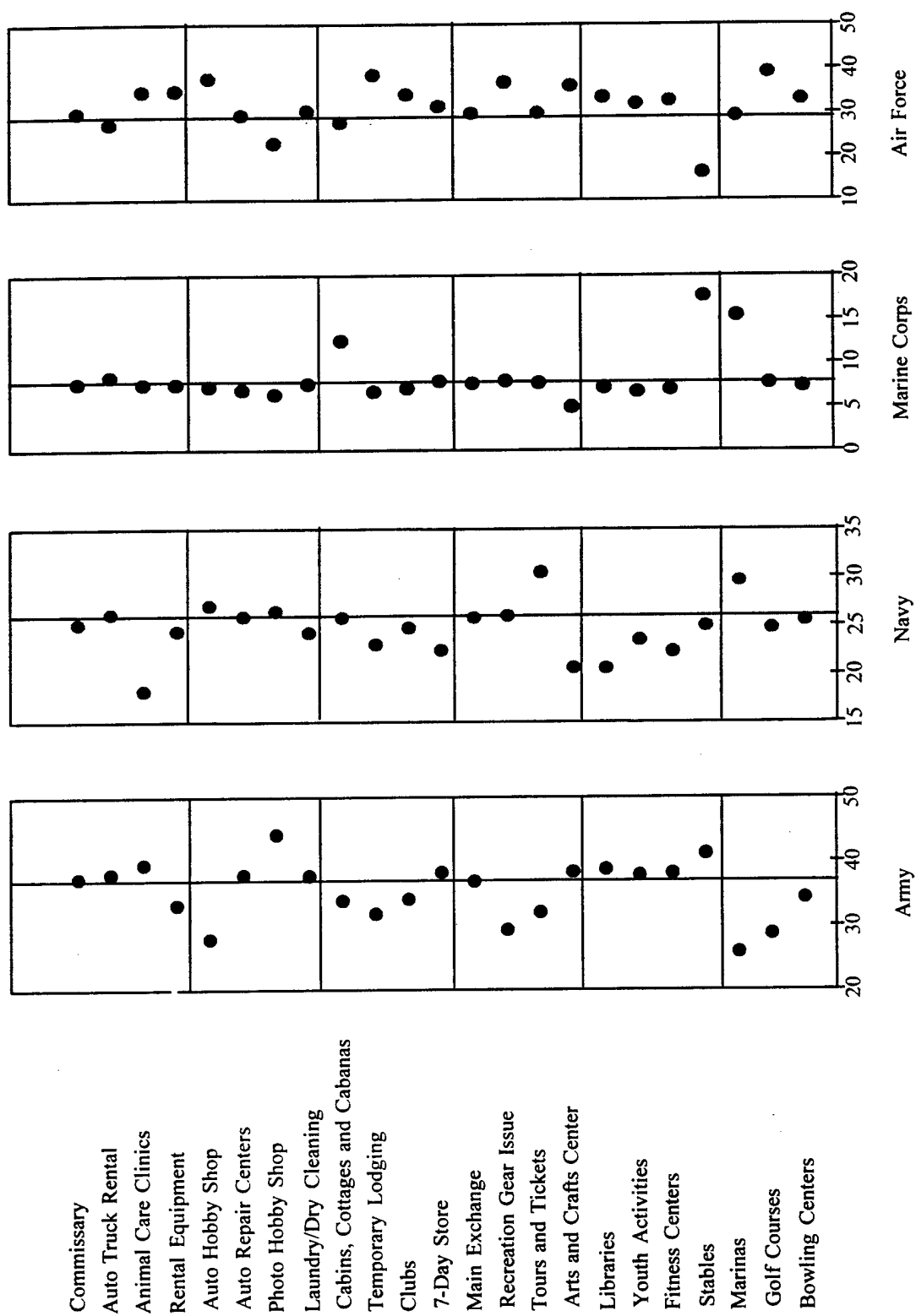
Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all military members in each pay grade. The dots represent the proportion of users of a given MWR service who are in each pay grade.

Figure 5.3.33. Comparison of MWR service users with military member population by pay grade



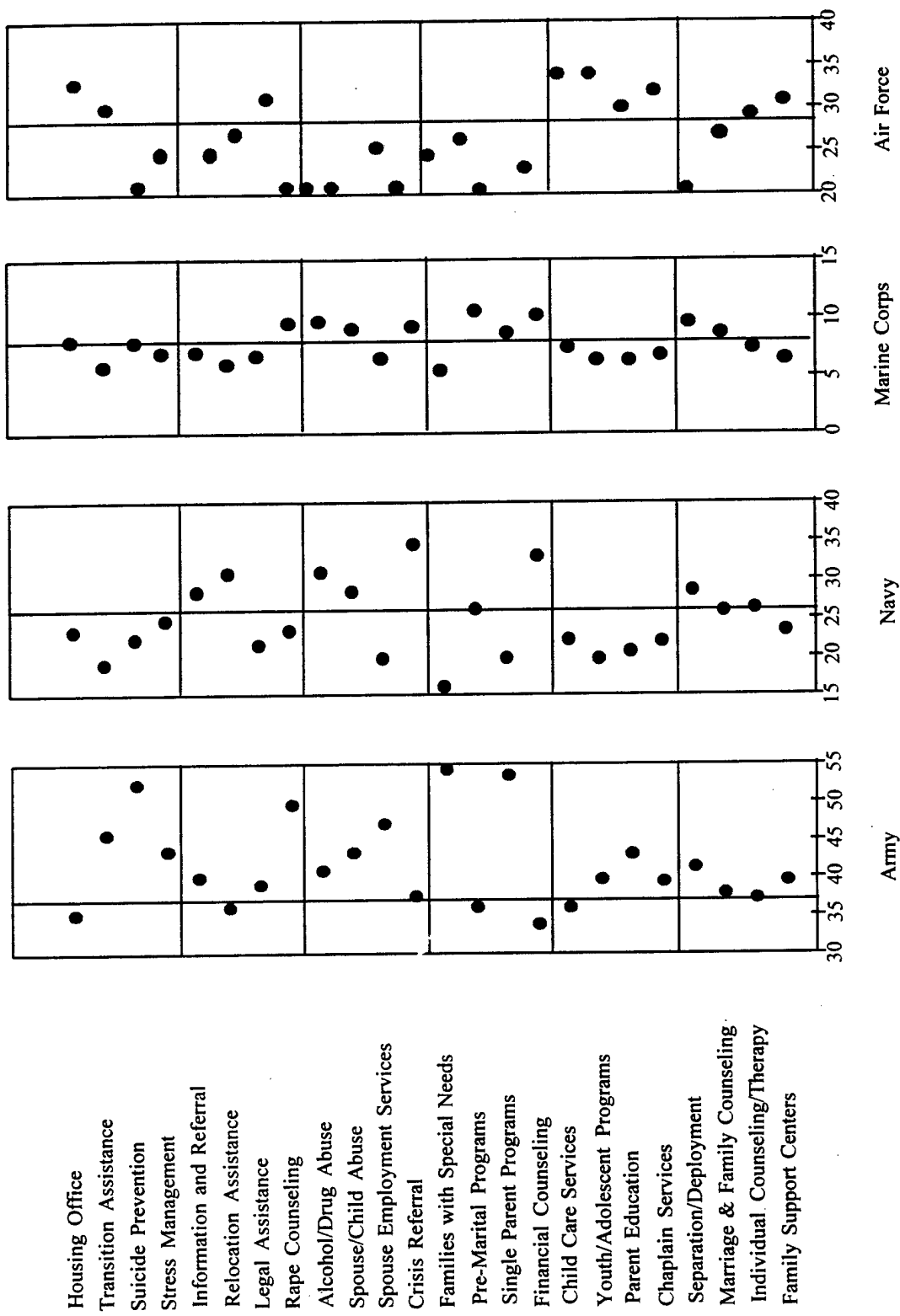
Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all military members in each pay grade. The dots represent the proportion of users of a given family program who are in each pay grade.

Figure 5.3.34. Comparison of family program users with military member population by pay grade



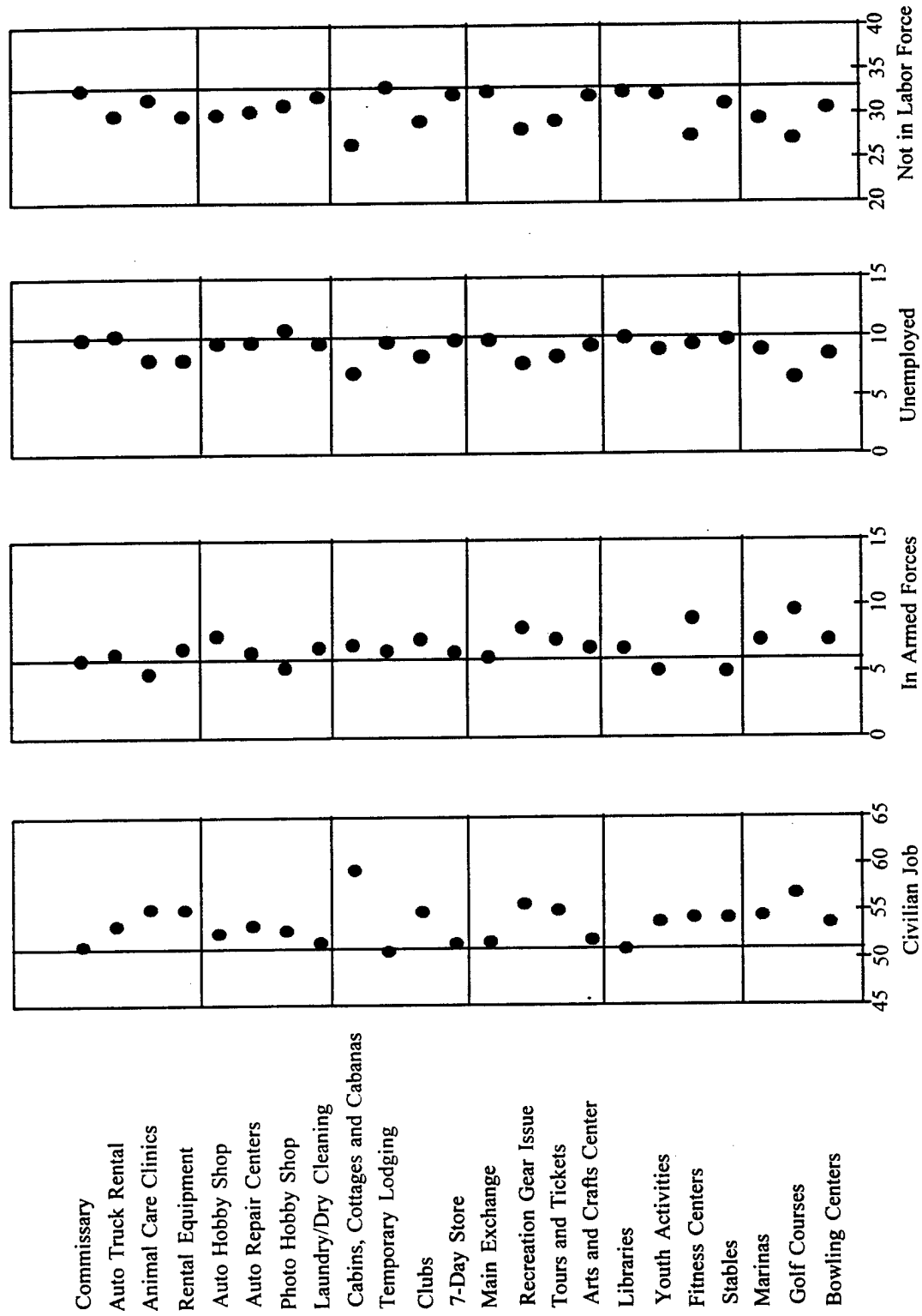
Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all military spouses in a particular Service branch. The dots represent the proportion of users of a given MWR service who are in each Service branch.

Figure 5.3.35. Comparison of MWR service users with military spouse population by member's Service branch



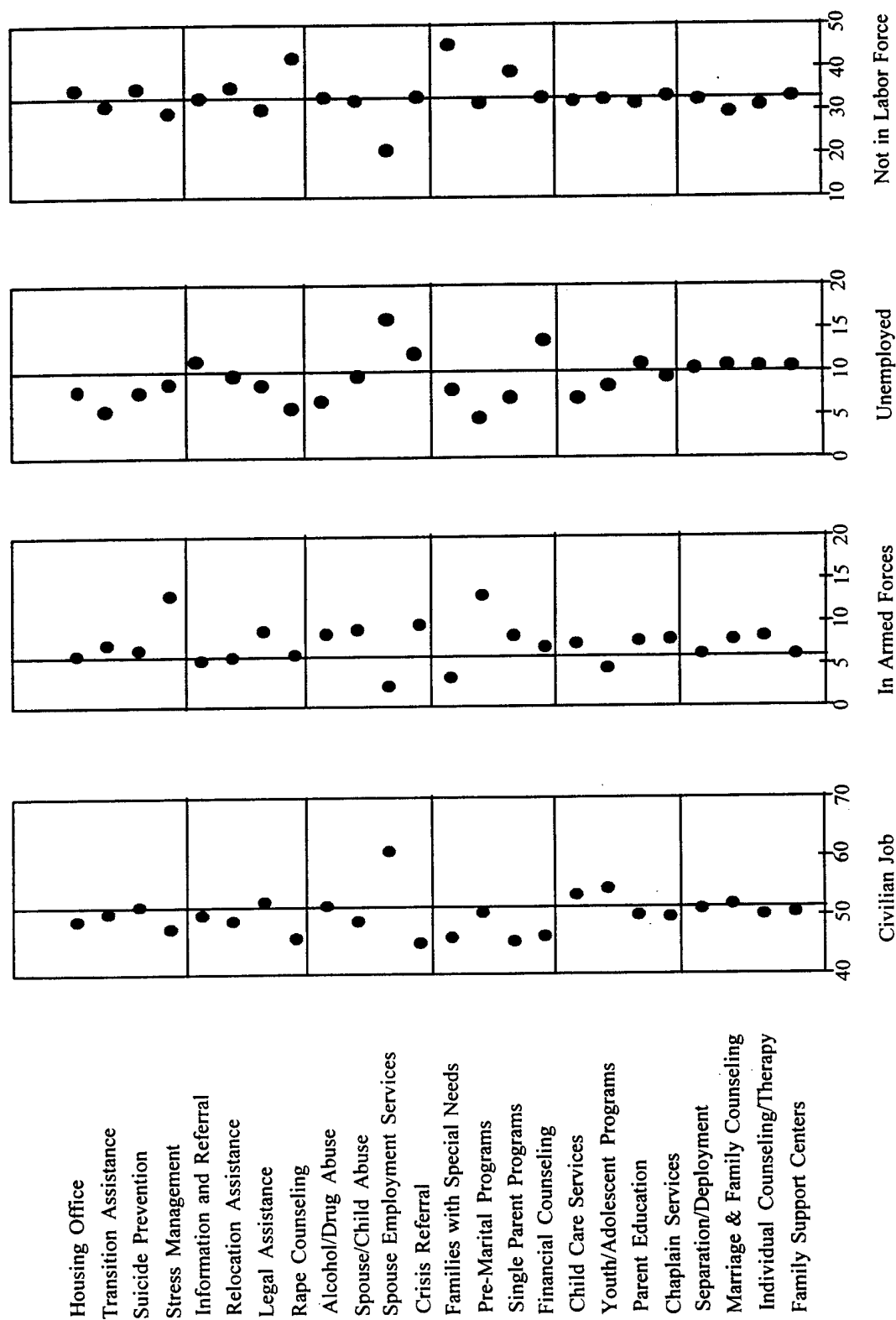
Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all military spouses in a particular Service branch. The dots represent the proportion of users of a given family program who are in each Service branch.

Figure 5.3.36. Comparison of family program users with military spouse population by member's Service branch



Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all spouses in each employment status category. For example, 51 percent of military spouses are employed in civilian jobs. The dots represent the proportion of users of a given MWR service by employment status.

Figure 5.3.37. Comparison of MWR service users with military spouse population by employment status



Note: Scales for figures vary. The vertical lines within each rectangle indicate the proportion of all spouses in each employment status category. The dots represent the proportion of users of a given family program by employment status.

Figure 5.3.38. Comparison of family program users with military spouse population by employment status

Summary

- Military personnel tend to be young and relatively well-educated. The majority of military members are in the E1-E4 or E5-E6 pay grades, are married, and have custody of minor children.
- Military spouses are slightly older than the population of military members and are more likely to have custody of minor children. More than half of military spouses are employed.
- Members and spouses alike experience a variety of stresses, most commonly stress due to family separations. Spouses frequently experience stress from finding a job.
- Members in the E1-E4 pay grades and their spouses are more likely to experience stress and to have access to fewer social supports. Nonetheless, they are less likely to use MWR services and family programs than members and spouses in other pay grades.
- Air Force members are more likely than members of other Services to use MWR services and less likely to use family programs, relative to their population size. For example, Air Force members represent 25.5 percent of all military members but constitute approximately 35 percent of all users of golf courses, arts and crafts centers, temporary lodging facilities, and animal care clinics.

5.4 Evaluation of Services and Programs: Are They Fulfilling Military Functions?

Previous sections of this report provide information on MWR services and family programs use, ratings of importance of the MWR services, and ratings of satisfaction among users of the family programs for all active members and their spouses and by selected characteristics of the members and spouses. Such data are useful to persons evaluating the various MWR services and family programs offered to active duty personnel and their families. However, as noted at the beginning of the report, evaluators could profit by knowing whether the programs and services are also achieving important military objectives, such as increasing productivity or satisfaction with the military.

Although the *1992 DoD Active Surveys* do not examine productivity issues, the surveys do ask members and spouses about their level of satisfaction with different aspects of military life. Examining the extent to which program and service usage and the different ratings are associated with increased satisfaction with the military, after controlling for such potentially confounding factors as member's pay grade, marital status, Service branch, and the presence of children, indicates whether the programs and services are contributing to military objectives. Because the surveys are cross-sectional, definitive statements about the causes and effects of services and programs on military satisfaction cannot be made.

Both members and spouses were questioned about satisfaction with various aspects of military life. Four member questions and three spouse questions were selected as the dependent variables for the multivariate analyses. Three of the member questions selected covered the important domains of work and family. In addition, an item that assessed global satisfaction with the military was also selected. The work questions asked how satisfied members were with their working/environmental conditions and with their current job. The family question asked how satisfied members were with the military as an environment for families. The global question asked members how satisfied they were with the military as a way of life overall.

Two spouse questions selected as outcome variables matched the members: their level of satisfaction with the military as an environment for families and their level of satisfaction with the military overall. The last item selected was spouses' assessment of their support of members' military service.

Ordinary least squares regression models were estimated to examine the effect that use of the programs and services, and the ratings of importance of the MWR services and satisfaction with the family programs, have on these seven outcomes. WESREG, a Westat-developed program designed to account for the survey's complex sample design, was used to estimate the models. The models are exploratory only. The aim is to learn more about the programs' and services' potential influence (if any) on satisfaction with the military. To this end, three questions are of interest. First, does inclusion of the program evaluation data significantly (in a statistical sense) improve the models' explanatory power? Second, what is the effect's direction?

That is, do the programs and services increase or decrease satisfaction with the military? And, third, what is the magnitude of any observed effect of the programs and services on satisfaction with the military?

- *Do the programs and services, as a whole, influence members' and spouses' satisfaction with the military?*

To answer this question a series of models was estimated so that statistical tests could be performed to determine whether the inclusion of the program evaluation data increased the model's explanatory power over a baseline model. For each outcome, a baseline model was estimated that consisted of a basic set of background variables and selected stress or support variables that might be related to the particular outcome variable. The background variables consisted of a series of dummy variables that indicated Service, pay grade, marital status (in member models only), spouse employment, and custody of minor children.

Five additional models for each outcome variable were then estimated. These models consisted of the baseline plus one of the following sets of variables: (1) the four scales of MWR services use first described in Section 5.1, (2) MWR service use, (3) MWR ratings of importance, (4) family program use, and (5) ratings of satisfaction with family programs. No model contained more than one set of program evaluation variables. F-tests were used to determine whether inclusion of program evaluation variables significantly added to the baseline model's explanatory power. The F-tests tested the null hypothesis that coefficients for all programs equalled 0 against the alternative that one or more did not equal 0. In all cases, the null hypothesis was rejected (see Table 5.4.1). In other words, at least some of the programs or services are associated with satisfaction with different aspects of the military among both members and spouses, even after controlling for pay grade of the member, marital status, and other background characteristics.

- *Is use of the MWR services and family programs associated with greater satisfaction with the military?*

Results of the F-tests shown in Table 5.4.1 do not indicate whether the programs and services increase or decrease satisfaction with the military. Appendix D contains the regression coefficients for all variables included in each model. Tables 5.4.2-5.4.5 summarize the direction of influence for the particular program evaluation variables significant for each outcome.

Table 5.4.1

F-values for tests of models containing set of program evaluation variables versus baseline model

	Members				Spouses		
	Satisfaction with Working Environment Conditions	Satisfaction with Current Job	Satisfaction with Environment for Families	Overall Satisfaction with Military	Support Member's Military Service	Satisfaction with Environment for Families	Overall Satisfaction with Military
Models Including:							
4 MWR Scales	46.72 (4 / 53,875)	90.65 (4/54,419)	49.91 (4 / 54,717)	57.97 (4 / 53,946)	35.78 (4 / 22,679)	34.89 (4 / 21,679)	32.06 (4 / 22,707)
MWR Use	16.75 (23 / 55,300)	27.21 (23 / 55,904)	26.92 (23 / 56,200)	19.49 (23 / 55,392)	10.44 (23 / 23,140)	10.20 (23 / 22,087)	9.24 (23 / 23,169)
MWR Importance	23.93 (23 / 55,300)	38.62 (23 / 55,904)	25.79 (23 / 56,200)	42.03 (23 / 55,392)	19.17 (23 / 23,140)	18.45 (23 / 22,087)	18.98 (23 / 23,169)
Family Program Use	8.97 (24 / 55,300)	20.90 (24 / 55,904)	20.38 (24 / 56,200)	29.98 (24 / 55,392)	8.32 (24 / 23,140)	7.54 (24 / 22,087)	9.68 (24 / 23,169)
Family Program Satisfaction	28.09 (24 / 55,300)	37.25 (24 / 55,904)	51.89 (24 / 56,200)	44.98 (24 / 55,392)	12.34 (24 / 23,140)	30.49 (24 / 20,087)	17.39 (24 / 23,169)

Note: Table shows: (dF numerator/dF denominator)

MWR Services

There are two different ways to examine the influence of MWR services use on the seven outcomes. The first is to examine the association between the use of individual MWR services and satisfaction with different aspects of the military. The second is to examine the association between the use of several MWR services (using the scales first described in Section 5.1) and satisfaction with the military. Recall that the four scales counted the number of MWR services used within four broad categories: recreation, hobby-related, rental, and shopping services.

Among members, three services show consistent and positive links to all four outcome variables: fitness centers, recreation gear issue, and clubs. For the most part, both use of these services and ratings of importance of these services are associated with increased satisfaction with one's current job, one's working and environmental conditions, the military as an environment for families, and with overall satisfaction with the military (see Table 5.4.2). Among members, use and a high rating of importance of photo hobby services are also associated with increased satisfaction with working/environmental conditions, the military as an environment for families, and overall satisfaction with the military.

The direction of influence between service use and satisfaction with the military is not always positive. For example, use and ratings of importance of auto hobby services among members are usually associated with decreased satisfaction with the military. This result, consistent across several outcomes, is probably due less to the service itself than to unmeasured characteristics of members who use auto hobby services. Although pay grade was controlled for to try to offset differences in income, it is possible that members who use auto hobby shops feel more financial pressures that prevent them from purchasing needed repair services. These financial pressures may contribute to decreased satisfaction with the military. Among members, use and ratings of importance of stables are also almost uniformly associated with less satisfaction with military life. Regression models do not necessarily imply causality, only association. It is unlikely that the use of stables contributes to dissatisfaction. Rather, it is more likely that stable-users differ from non-users in ways not measured by the models that make them both more likely to use stables and more likely to be dissatisfied.

Among members, multiple use of MWR services is generally associated with greater satisfaction with different aspects of military life. As the number of rental services used increases, so do all four measures of satisfaction with the military. Multiple use of hobby-related, recreation, and shopping services are each related to three of the four outcomes.

A comparison of Tables 5.4.2 and 5.4.3 indicates that the MWR services are more likely to significantly affect members' satisfaction with different aspects of military life than spouses' satisfaction with the military. This finding may be partly due to the larger sample size of the military member sample. Estimates based on the smaller spouse population may have larger standard errors, making it more difficult to obtain significance. However, it is also reasonable to

Table 5.4.2

Members - MWR services significant predictors

	Satisfaction with Current Job		Satisfaction with Working Environment Conditions		Satisfaction with Environment for Families		Overall Satisfaction with Military	
	USE	IMP	USE	IMP	USE	IMP	USE	IMP
Bowling Centers	●	+	●	+	+	+		+
Golf Courses	+		+	+	●		+	+
Marinas	+	+	+	●	+	+	+	+
Stables	●	●	●	●	●	●		●
Fitness Centers	+	+	+	+		+	+	+
Youth Activities	+	+	+	+	+	+	+	
Libraries	●	●	+	●	●	●		
Arts and Crafts	+	●		●	+	●		●
Tours and Tickets		+	+		●	●		●
Recreation Gear	+	+	+	+	+		+	+
Main Exchange	●	+	●	+	●	+	●	+
7-Day Store	+		+	+	●	●	+	●
Clubs	+	+	+	+	+	+	+	+
Temp Lodging				+	+			
Cabins, Cottages			+	●	+		●	●
Laundry/Dry Cleaning	●		●	+	+	+	+	+
Photo Hobby			+	+	+	+	+	+
Auto Repair	+		+	●	+	+	+	●
Auto Hobby	●		●		●	●	●	●
Rentals/Equipment			●	●				
Animal Care Clinic				+	+		●	+
Auto/Truck Rental		●		●	●		●	●
Commissary	+	+					+	+
<u>Scales</u>								
Recreation	+	NA	+	NA		NA	+	NA
Hobby Related	+	NA	+	NA	+	NA		NA
Rentals	+	NA	+	NA	+	NA	+	NA
Shopping	+	NA		NA	+	NA	+	NA

Note:

+ = use or importance associated with greater satisfaction

● = use or importance associated with less satisfaction

Blank = not significant

NA = not applicable

Table 5.4.3

Spouses - MWR services significant predictors

	Satisfaction with Environment for Families		Overall Satisfaction with Military		Support Member's Military Service	
	USE	IMP	USE	IMP	USE	IMP
Bowling Centers						
Golf Courses						
Marinas	+	+	+			
Stables				●		
Fitness Centers					+	
Youth Activities		+				
Libraries				+		
Arts and Crafts						+
Tours and Tickets						
Recreation Gear	●					+
Main Exchange				+		
7-Day Store				+		
Clubs	+	+				
Temp Lodging						
Cabins, Cottages						+
Laundry/Dry Cleaning			+			+
Photo Hobby						
Auto Repair		+				
Auto Hobby		●				
Rentals/Equipment						
Animal Care Clinic		●				
Auto/Truck Rental						
Commissary		+				
<u>Scales</u>						
Recreation	+	NA	+	NA	+	NA
Hobby Related		NA		NA		NA
Rentals		NA		NA		NA
Shopping	+	NA	+	NA	+	NA

Note:

+ = use or importance associated with more support or greater satisfaction

● = use or importance associated with less support or less satisfaction

Blank = not significant

NA = not applicable

assume that members view the MWR services as part of their benefits package. Consequently, use and assessment of the MWR services should be more strongly linked to members' assessments of satisfaction with military life than to spouses' assessments.

Among spouses, no single program shows a consistent association with increased satisfaction with military life. Many programs show no association with any of the outcome variables. Although individual services tend *not* to be associated with increased satisfaction with the military, multiple recreation and shopping services use is positively associated with all three spouse outcomes. However, the number of hobby-related and rental services used shows no association with satisfaction with the different aspects of military life.

Family Programs

No scales were created to indicate multiple use of family programs. Thus, it is only possible to examine the influence of individual programs on satisfaction with different aspects of military life among members and spouses. As with MWR services, use of and satisfaction with the family programs appear to be more important predictors of member satisfaction than of spouse satisfaction--more programs are significantly associated with outcome variables for members than for spouses (see Tables 5.4.4 and 5.4.5).

Among members, family programs that show a consistent positive association with greater satisfaction with one's current job, working/environmental conditions, the military as an environment for families, and overall satisfaction with the military are: chaplain/religious programs, youth/adolescent programs, child care services, and financial counseling services. Surprisingly, rape counseling services also show a positive association with all four outcomes, indicating that use of and satisfaction with rape counseling services are associated with greater satisfaction with military life. Given that only a small proportion of members use these services, their circumstances may be unusual.

Other programs that have generally positive associations with members' satisfaction with the military include the housing office, information and referral programs, parent education programs, and marriage and family counseling programs. Family support centers have a positive association with satisfaction with one's current job and with the military as an environment for families.

Programs consistently associated with less satisfaction with military life among members include individual counseling and transition assistance. Given that persons leaving the military (some leave because they are unhappy and some leave because they are not allowed to stay) probably use transition assistance heavily, the association, not surprisingly, is negative. Similarly, members who need counseling services may be experiencing other difficulties and may view many aspects of their lives less positively.

Table 5.4.4

Members - Family programs significant predictors

	Satisfaction with Current Job		Satisfaction with Working Environment Conditions		Satisfaction with Environment for Families		Overall Satisfaction with Military	
	USE	SAT	USE	SAT	USE	SAT	USE	SAT
Family Support Centers	+	+			+	+		+
Individual Counseling	●	●	●	●	●	●	●	●
Marriage/Family Counseling		+	+	+	+	+		+
Separation/Deployment		+	●	●	+	+	●	
Chaplain/Religious	+	+	+	+	+	+	+	+
Parent Education			+	+	+	+	+	+
Youth/Adolescent	+	+	+	+	+	+	+	
Child Care Services	+	+	+	+	+	+	+	+
Financial Counseling	+	+	+	+	+	+	+	+
Single-Parent Programs				●	+	+	●	●
Pre-Marital Programs	+	+					+	+
Families with Special Needs					●			
Crisis Referral			●		●	●	●	
Spouse Employment		+	●	+	●	+	●	+
Spouse/Child Abuse	●	●	●	●	+		●	●
Alcohol/Drug Treatment	+	+	●	+	●		●	●
Rape Counseling	+	+	+	+	+	+	+	+
Legal Assistance	+	+	●	+	●		●	+
Relocation Assistance		+		+	●	●	●	
Info and Referral	+	+		+	+	+	+	+
Stress Management		+	●		+	+	●	
Suicide Prevention	●	●		+	●			
Transition Assistance	●	●	●	●	●	●	●	●
Housing Office	+	+	+	+		+	+	+

Note:

Blank = no association

+ = use of or satisfaction with program is associated with greater satisfaction with military

● = use of or satisfaction with program is associated with less satisfaction with military

Table 5.4.5

Spouses - Family programs significant predictors

	Satisfaction with Environment for Families		Overall Satisfaction with Military		Support Member's Military Service	
	USE	SAT	USE	SAT	USE	SAT
Family Support Centers	+	+	+	+	+	+
Individual Counseling			●			
Marriage/Family Counseling						
Separation/Deployment						
Chaplain/Religious				+		+
Parent Education					+	+
Youth/Adolescent	+	+	+	+	+	
Child Care Services						
Financial Counseling						
Single-Parent Programs		+				
Pre-Marital Programs						+
Families with Special Need						
Crisis Referral			●			
Spouse Employment				+		
Spouse/Child Abuse						
Alcohol/Drug Treatment						
Rape Counseling						
Legal Assistance	●	●				
Relocation Assistance			●			
Information and Referral		+		+		
Stress Management						
Suicide Prevention						
Transition Assistance			●			
Housing Office		+		+	+	+

Note:

Blank = no association

+ = use of or satisfaction with program is associated with greater satisfaction with military

● = use of or satisfaction with program is associated with less satisfaction with military

Among spouses, use of and satisfaction with family support centers are positively associated with satisfaction with the military as an environment for families, and with military life overall. Use of and satisfaction with the centers are also positively associated with increased spouse support of the member serving in the military. Use and satisfaction with youth/adolescent programs are also positively associated with most outcomes.

- *What is the magnitude of programs' and services' influence on satisfaction with the military?*

Although some MWR services and family programs show positive associations with different aspects of military life, in general, the associations are quite small. The increase in explanatory power by adding the program evaluation data, although statistically significant, is small for all outcomes. Although MWR services and family programs, as a whole, are associated with satisfaction with different aspects of the military, they are certainly not major predictors of satisfaction. These models, however, show only the direct effect of program and service use on satisfaction with military life. The fact that they contribute directly at all in a measurable way demonstrates that they are a worthwhile investment for the military.

Satisfaction with military life probably has more to do with psychological well-being, the quality of family life, interpersonal dynamics with supervisors and coworkers, and the general atmosphere at the permanent duty location, including local residents' attitudes towards the military. To the extent that use of programs and services can reduce stress from these sources, they should serve to improve satisfaction with the military. With the data available, it was not possible to test a model that followed the different pathways to satisfaction to determine both the direct and indirect influences of the use of these programs and services on members' and spouses' assessments of military life. The contribution to member and spouse well-being, when the indirect pathways are also considered, is undoubtedly larger than obtained in these models.

Summary

- The use of MWR services and family programs, as a whole, is associated with satisfaction with different aspects of the military among both members and spouses. Although statistically significant, the association is small.
- Among members, use of multiple MWR services is generally associated with greater satisfaction with current job, working/environmental conditions, the military as an environment for families, and overall assessment of the military.
- The use of MWR services and family programs appears to be a more important predictor of member satisfaction with the military than of spouse satisfaction. The result, however, may be in part due to the smaller size of the spouse sample.
- Among members, use of fitness centers, youth activities, and clubs is generally associated with greater satisfaction with current job, working/environmental conditions, the military as an environment for families, and overall assessment of the military. No single MWR service stands out for spouses, although multiple use of recreation services and shopping services is positively associated with satisfaction with environment for families, overall satisfaction with the military, and support for the member's military service.
- Among members, family programs that show a consistent and positive association with satisfaction with different aspects of military life include chaplain/religious programs, youth/adolescent programs, child care services, and financial counseling services. Housing office programs and information and referral programs are also positively associated with many of the outcomes.
- Among spouses, only use of and satisfaction with family support centers are positively associated with all three outcomes. Use of and satisfaction with youth/adolescent programs are also positively associated with satisfaction with the military as an environment for families and with overall satisfaction with the military. Use of and satisfaction with the housing office is positively associated with spouse support of the member's military service.

6. SUMMARY AND CONCLUSIONS

6.1 Key Findings

- Members and spouses use the following MWR services and family programs most frequently: main exchange, commissary, 7-day stores, fitness centers, libraries, laundry/dry cleaning, bowling, housing office, tours and ticket services, and clubs.
- Frequently used family programs include the housing office, legal assistance services, family support centers, and chaplain/religious services. (However, family programs are used less than MWR services.)
- Respondents tend to use more than one MWR service within categories of services such as recreation, hobby-related, rental, and shopping and maintenance services. They also tend to use at least one service from each category.
- Members' and spouses' use patterns are similar with only a few exceptions. For example, married members are more likely to use fitness centers while spouses are more likely to use animal care clinics and youth activities services.
- Persons with specific problems are more likely to use the relevant family programs. However, a substantial proportion of respondents with specific difficulties does not use the programs designed to address those problems.
- As measured by the proportion of respondents using MWR services and the proportion rating them as important or very important, members and spouses value the commissary, the main exchange, 7-day stores, fitness centers, libraries, laundry services, temporary lodging facilities, tours and ticket services, and youth activities.
- The criteria of high satisfaction and use indicate that members and spouses value these family programs highly: family support centers, legal assistance, chaplain/religious, and youth/adolescent programs.
- Three family programs--the housing office, spouse employment services, and child care services--may need more attention because respondents report relatively high levels of dissatisfaction with them but also use them at a moderate to high level.
- The majority of military members are young, well-educated, and married. They are also in the E1-E4 or E5-E6 pay grades and have custody of minor children.
- More than half of military spouses are employed.

- Both members and spouses experience a variety of stresses. Stress due to family separations is common to both groups. Among spouses, stress associated with finding a job is prevalent.
- Members in the E1-E4 pay grades and their spouses are more likely to experience stress and to have access to fewer social supports. However, despite the stress, as a group they are less likely to use the MWR services and family programs than members and spouses in other pay grades.
- Air Force members use many MWR services and family programs more than would be expected, given that they represent only about a quarter of military members. They represent approximately 35 percent of users of golf courses, arts and crafts centers, temporary lodging facilities, and animal care clinics. They are also disproportionately represented among users of family support centers, youth/adolescent programs, child care services, legal assistance services, and housing office services. Marine Corps and Navy members, on the other hand, use the programs as their proportions would lead one to expect. With a few exceptions, they are somewhat underrepresented among program users.
- Spouses employed in civilian jobs are disproportionately likely to use recreation programs, tours and ticket services, recreation gear issue, clubs, animal care clinics, rentals and equipment, and cabins, cottages, and cabanas. They also tend to be disproportionately represented among users of youth/adolescent programs, child care services, and spouse employment services.
- For both members and spouses, program evaluation variables generally show a small but positive association with a more positive attitude toward the military. The consistent association adds further evidence that, as a whole, MWR services and family programs are improving members' and spouses' attitudes and morale.
- Housing services are positively associated with members' satisfaction with current job, working environment conditions, and overall satisfaction with the military. However, a relatively large proportion of housing service users expresses dissatisfaction with that service.

6.2 Conclusions

MWR services and family programs are intended to boost morale, relieve stress associated with the military way of life, and address problems that members and their families experience. The 1992 DoD Active Component Surveys collected information on the use of 23 MWR services and 24 family programs. The surveys also asked respondents to rate the importance of MWR services and asked users to rate their satisfaction with family programs. These data are collectively referred to as program evaluation data.

The analyses have two primary goals. The first goal is to describe in detail who uses MWR services and family programs, the levels of importance respondents attach to each MWR service, and the levels of satisfaction users of family programs express. In addition, the analyses examine whether these program evaluation data vary by Service, pay grade, and other characteristics. The second goal is to assess how well the MWR services and family programs are fulfilling their intended functions.

The first goal was accomplished by creating detailed tables and charts that display the program evaluation data, highlighting patterns of use and ratings of importance and satisfaction. Results from these analyses reveal that a large proportion of military members and their spouses use many MWR services. More than 90 percent of respondents use shopping services such as the main exchange and the commissary. Nearly two-thirds of members and over half of spouses have used at least one program from the four general types of MWR services: recreation, hobby-related, rental services, and shopping and maintenance services.

Ratings of importance vary considerably by MWR service. Members and spouses rate shopping services, such as the main exchange, 7-day stores, and the commissary, as important. Other services given high importance ratings are fitness centers, libraries, laundry services, temporary lodging facilities, and tours and ticket services. Respondents are less likely to rate more specialized recreation and hobby services such as golf, photo hobby, marinas, and stables as important.

A smaller proportion of respondents uses family programs compared to MWR services, but several programs are used widely. In particular, a substantial proportion of respondents uses housing offices, legal assistance services, family support centers, and chaplain/religious services.

In general, family programs users are satisfied with the programs. Respondents are most likely to give high satisfaction ratings to chaplain religious services, parent education programs, youth/adolescent programs, family support centers, and legal assistance. Members and spouses also give high satisfaction ratings to information and referral services, financial counseling services, pre-marital programs, separation/deployment programs, transition assistance programs, and stress management programs. However, spouses are somewhat less positive about transition assistance and stress management programs.

The second analysis goal was accomplished more indirectly. Several criteria were used to determine if services and programs are meeting their intended objectives. The criteria varied slightly by whether MWR services or family programs were examined because the importance and satisfaction questions were not asked for all 47 services and programs. Moreover, MWR services, in general, were not designed to alleviate particular problems. The following criteria were used to assess the MWR services and family programs:

MWR services are described as important if the following are true:

- A large proportion of respondents uses the services;
- A large proportion of respondents rates the services as important or very important;
- Non-users, as well as users, rate services as important or very important; and
- MWR services use and importance ratings are associated with greater satisfaction with various aspects of military life, with the military overall, and with greater spouse support of the members' military service.

Family programs are described as important if the following are true:

- A large proportion of respondents uses the programs;
- Most program users are satisfied or very satisfied;
- Persons who experience specific stresses use the related programs; and
- Family program use and satisfaction are associated with greater satisfaction with various aspects of military life, with the military overall, and with greater spouse support of the members' military service.

Several criteria serve as warnings that certain programs may warrant more attention from program managers. These criteria are:

- A relatively large proportion of respondents uses the program, but a substantial proportion of users is dissatisfied or very dissatisfied with it; and
- A program, regardless of level of use, is associated with satisfaction with various aspects of military life or with spouse support for members' military participation, yet a substantial proportion of users is dissatisfied or very dissatisfied with it.

The results of these analyses indicate that several services and programs are fulfilling their intended functions well. As the number of recreation and shopping services increases, so does satisfaction with many aspects of military life for both members and spouses. The number of rental services used is a significant predictor of satisfaction for members, but not for spouses. Specific services that members and spouses value and that appear to serve their intended functions well are fitness centers, 7-day stores, laundry services, clubs, and youth activities. Family programs that appear to be performing well include family support centers, chaplain/religious services, and youth/adolescent programs.

Some services that are not used much and are not given high importance ratings appear to be significant predictors of satisfaction with various aspects of the military for both members and spouses. Use of marinas, for example, is a small but significant predictor of spouses' satisfaction

with the military as an environment for families and overall satisfaction with the military. Use of marinas is also a small but significant predictor of members' overall satisfaction with the military, satisfaction with the military as an environment for families, and satisfaction with their current job. Thus, marinas appear to boost the well-being of the small proportion of members and spouses that uses them.

Some family programs do not fare as well using these criteria. Housing office services are the most problematic: a large proportion of respondents uses this service but many of them express dissatisfaction with it. This program appears to be important in maintaining high satisfaction with the military. For members, use of this program and satisfaction with it are significant predictors of satisfaction with different aspects of military life. For spouses, however, only satisfaction with housing office services is a significant predictor of satisfaction with military life.

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APPENDIX A

MEMBERS: SOURCE TABLES FOR REPORT FIGURES

Appendix A contains member survey responses overall, and by major individual and family characteristics that support Chapter 5 findings.

*Pages alright
starts at top
with table A-1.*

Table A-1

Member usage and importance ratings of MWR services

	% Used	Importance					
		Very Important	Important	Neither Important nor Unimportant	Unimportant	Very Unimportant	NR
Main Exchange	96.4	57.6	28.5	8.9	1.4	0.9	2.7
Commissary	91.8	65.4	21.1	7.9	1.4	0.9	3.3
7-Day Store	88.0	49.4	30.3	12.7	2.3	1.2	4.1
Fitness Centers	83.3	45.8	32.0	12.7	2.6	1.9	4.9
Clubs	71.6	20.7	29.1	29.2	8.6	6.7	5.7
Libraries	69.0	37.6	33.8	16.5	3.5	2.2	6.4
Laundry/Dry Cleaning	68.1	30.2	33.1	21.9	4.9	3.1	6.8
Bowling	64.0	8.4	25.0	42.5	12.0	6.3	5.8
Tours and Tickets	58.8	25.1	36.1	23.7	4.7	3.0	7.4
Recreation Gear Issue	48.7	21.3	34.6	26.3	5.7	3.5	8.6
Auto Repairs Center	48.7	26.5	31.8	23.8	6.0	4.1	7.9
Temporary Lodging	48.2	32.9	28.3	21.7	5.4	3.4	8.3
Auto Hobby	43.3	25.3	29.2	26.1	6.6	4.5	8.4
Rentals/Equipment	38.6	16.0	31.2	31.9	6.8	4.4	9.7
Arts and Crafts	28.0	12.2	25.7	36.7	9.6	5.7	10.2
Golf	26.2	9.1	15.2	31.0	18.5	16.6	9.6
Youth Activities	22.7	23.6	22.3	27.2	9.0	6.9	11.0
Animal Care Clinics	20.5	15.5	22.5	33.5	10.0	7.7	10.8
Auto/Truck Rental	16.4	10.8	22.6	38.6	9.8	6.5	11.6
Marinas	15.4	6.5	14.7	36.0	17.4	13.1	12.4
Photo Hobby	14.0	7.4	16.5	44.4	12.1	7.8	11.8
Cabins, Cottages, and Cabanas	12.8	9.8	20.0	40.7	10.5	7.0	12.0
Stables	7.5	4.6	11.1	37.4	18.9	15.0	13.1

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-2

Member usage and satisfaction ratings of family programs

	% Used	Satisfaction					
		Very		Neither		Very	
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Housing Office	51.0	18.5	42.5	14.9	14.5	8.3	1.4
Legal Assistance	47.2	28.0	50.7	9.4	6.8	3.8	1.2
Family Support Centers	32.9	31.9	50.7	10.2	4.6	1.9	0.8
Chaplain Services	32.1	35.6	47.4	8.5	4.6	2.0	1.9
Information and Referral	17.1	22.0	54.3	13.5	5.8	2.8	1.5
Spouse Employment	14.7	11.8	28.9	14.4	24.1	19.4	1.5
Child Care Services	14.3	24.7	43.6	10.7	11.9	7.8	1.3
Relocation	11.7	22.2	46.4	13.3	9.8	6.3	1.9
Separation/Deployment	11.2	22.1	50.9	12.9	8.0	4.3	1.8
Youth Adolescent Programs	10.9	26.4	55.6	9.1	5.4	1.9	1.5
Individual Counseling/Therapy	9.9	25.6	40.2	16.4	10.3	6.0	1.4
Financial Counseling	9.4	26.1	47.4	13.4	6.8	4.5	1.7
Transition Assistance	9.0	31.9	43.2	12.8	6.4	3.5	2.3
Marriage and Family Counseling	7.4	22.7	38.4	19.2	11.0	7.1	1.7
Stress Management	5.7	26.8	44.2	12.9	7.7	5.9	2.5
Alcohol, Treatment/Drug	5.2	31.0	35.7	16.4	6.2	7.8	3.0
Parent Education	4.7	30.1	49.3	12.5	3.4	2.1	2.6
Pre-marital Programs	2.8	32.0	38.5	18.0	5.4	4.7	1.5
Families with Special Needs	2.6	28.3	38.0	16.5	8.8	6.4	2.0
Crisis Referral	2.4	32.4	29.5	17.3	7.6	9.4	3.8
Suicide Prevention	2.0	25.3	38.7	23.2	4.5	4.7	3.7
Spouse Child Abuse	1.7	19.5	30.4	20.6	9.8	16.0	3.8
Single-Parent Programs	1.4	26.4	35.4	24.2	6.4	5.0	2.6
Rape Counseling	0.9	27.3	20.7	34.0	6.1	6.2	5.7

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table A-3

Member usage and importance ratings of MWR services by Service branch

	Army						Navy					
	% Used			Neither Imp or Unimp			Neither Imp or Unimp			Very Imp		
	Used	Very Imp	Imp	Unimp	Unimp	NR	Used	Very Imp	Imp	Unimp	Unimp	NR
Bowling	63.7	9.8	26.6	40.6	11.4	5.5	60.6	7.0	22.5	44.7	12.9	7.3
Golf	19.3	7.8	13.2	31.0	19.9	17.6	25.5	8.9	14.6	31.7	18.8	16.4
Marinas	10.2	6.0	12.8	35.4	18.5	14.4	17.6	6.7	15.6	36.2	18.2	12.0
Stables	8.5	5.7	12.3	36.4	18.7	13.8	6.8	3.9	10.5	38.0	19.9	15.2
Fitness	86.1	47.0	32.7	11.2	2.4	1.4	76.0	39.7	32.4	15.9	3.6	2.8
Youth Activities	25.5	26.2	23.1	24.7	8.5	6.4	19.3	19.8	21.1	30.3	10.2	7.6
Library	73.3	42.1	33.7	13.4	2.6	1.8	54.8	28.9	32.6	21.6	5.6	3.3
Arts & Crafts	32.7	16.6	28.2	32.0	7.8	5.1	17.2	7.9	20.4	41.1	12.4	7.0
Tours & Tickets	52.0	24.4	34.0	24.1	5.4	3.4	68.0	29.8	37.6	19.6	3.9	2.8
Recreation Gear	38.3	19.4	31.4	28.0	7.0	4.1	53.8	23.8	34.5	24.9	5.2	3.7
Main Exchange	96.1	58.8	27.2	8.5	1.4	0.9	95.6	56.2	29.1	9.7	1.4	1.0
7-Day Store	91.2	54.7	28.7	9.6	1.7	1.0	76.7	39.2	30.9	18.6	3.8	2.0
Clubs	65.7	19.6	29.2	28.9	8.2	7.2	71.9	20.4	28.2	31.4	8.6	5.9
Temp. Lodging	42.2	31.2	27.3	21.7	6.4	3.8	43.3	30.5	27.3	24.5	6.1	3.7
Cabins	11.6	10.9	20.7	38.9	10.4	7.7	12.4	9.3	19.2	41.6	11.3	7.2
Laundry	65.4	30.1	33.4	21.5	4.4	3.0	70.6	34.3	31.8	19.6	5.1	3.0
Photo	18.1	9.7	19.6	42.2	10.5	6.5	12.7	6.6	15.5	44.7	13.0	8.5
Auto Repairs	48.4	28.6	31.6	21.8	5.9	3.9	46.7	26.8	30.3	24.7	6.1	4.4
Auto Hobby	33.8	21.9	27.0	28.8	7.6	5.1	46.0	27.3	28.7	25.2	6.4	4.5
Rentals	34.5	16.5	29.3	31.8	7.4	4.6	36.7	16.0	30.2	32.1	7.1	4.7
Animal Care	23.3	19.0	24.0	30.4	9.0	6.9	12.0	11.1	18.5	38.2	11.6	9.2
Auto/Truck Rental	16.5	12.4	23.6	36.5	9.6	6.0	16.3	10.9	22.3	39.1	9.7	6.9
Commissary	93.1	67.1	20.5	6.9	1.3	0.7	88.1	61.2	22.1	9.8	1.6	1.4

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-3 (continued)
Member usage and importance ratings of MWR services by Service branch

	Marine Corps						Air Force					
	% Used		Very Imp		Neither Imp or Unimp		% Used		Very Imp		Neither Imp or Unimp	
Bowling	64.1	8.4	22.6	45.2	11.9	5.9	62.3	8.0	26.6	41.8	11.9	5.2
Golf	28.0	9.0	15.2	33.3	18.3	9.1	35.9	11.1	18.9	29.5	16.2	8.5
Marinas	27.2	8.5	19.0	39.4	14.4	10.2	15.8	6.1	14.9	35.4	15.9	13.5
Stables	15.0	6.6	14.5	41.1	16.2	11.6	4.1	3.2	8.8	36.6	19.1	14.1
Fitness	85.9	49.0	30.2	12.9	2.0	4.5	86.6	50.1	31.3	11.2	2.1	3.6
Youth Activities	17.8	23.9	20.0	29.1	10.1	10.8	24.5	24.2	23.4	26.3	8.1	10.8
Library	64.5	37.1	31.4	18.7	3.5	6.9	80.8	41.4	36.2	14.2	2.4	4.5
Arts & Crafts	15.0	9.3	20.0	41.6	12.1	10.7	38.4	12.2	30.3	36.3	8.0	8.8
Tours & Tickets	55.6	24.3	34.7	25.8	5.1	7.4	59.0	20.8	37.9	26.8	4.7	7.0
Recreation Gear	55.7	25.6	34.9	24.8	4.8	7.4	54.7	19.5	38.9	26.2	4.8	7.6
Main Exchange	95.9	61.0	26.0	8.3	1.3	2.8	97.9	56.4	30.6	8.8	1.5	1.9
7-Day Store	92.6	56.3	28.0	10.0	1.6	3.5	94.7	51.2	32.7	11.0	1.7	2.5
Clubs	78.1	26.3	30.4	27.9	6.4	5.2	77.2	20.5	29.7	27.7	9.9	4.4
Temp. Lodging	39.3	30.2	27.0	25.2	5.6	8.5	65.5	39.1	31.4	17.3	3.1	6.5
Cabins	18.4	12.8	22.7	39.3	9.6	10.6	13.1	7.9	18.6	42.8	10.1	12.8
Laundry	70.1	37.5	31.2	19.1	3.9	6.3	68.4	22.8	35.0	26.2	5.8	6.7
Photo	13.0	7.2	17.2	46.5	11.8	10.6	10.2	5.1	13.3	46.2	13.4	12.6
Auto Repairs	44.6	27.3	30.9	25.2	5.6	7.8	52.7	23.1	34.0	25.1	6.0	7.7
Auto Hobby	43.1	28.0	28.7	26.6	5.8	7.6	53.6	26.6	32.9	23.2	5.7	7.6
Rentals	39.5	17.3	32.6	31.7	6.0	9.3	46.0	14.7	34.4	31.6	6.0	8.9
Animal Care	14.9	14.6	22.1	35.9	10.1	10.6	28.4	16.0	25.3	31.8	9.4	10.0
Auto/Truck Rental	17.9	12.7	25.0	37.8	9.0	10.5	15.6	7.9	20.8	41.4	10.5	12.2
Commissary	86.2	63.1	20.1	10.0	2.0	3.8	96.3	68.7	21.2	6.4	1.0	2.1

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-4

Member usage and satisfaction ratings of family programs by Service branch

	Army							Navy						
	% Used			Neither Sat nor				% Used			Neither Sat nor			
		Very Sat	Dis	Very	Dis	NR			Very Sat	Dis	Very	Dis	NR	
Information and Referral	20.7	21.0	54.3	13.5	6.1	3.8	1.4	15.4	24.0	53.2	13.5	6.0	1.7	1.6
Financial Counseling	9.6	24.3	46.5	15.0	7.7	5.0	1.5	10.7	27.4	49.4	12.3	5.0	3.4	2.6
Legal Assistance	50.2	28.6	51.2	9.7	6.1	3.2	1.3	36.8	27.7	47.8	9.7	8.5	5.1	1.3
Family Support Centers	35.0	33.8	49.1	9.5	5.0	1.8	0.8	27.1	30.5	49.3	11.4	5.1	2.8	1.0
Spouse Employment	19.9	12.8	28.9	12.6	22.8	21.4	1.6	10.0	12.1	26.4	15.4	26.2	18.6	1.3
Child Care Services	15.1	28.5	44.1	9.3	10.1	6.9	1.2	10.2	25.1	44.6	11.8	11.3	5.7	1.6
Youth/Adolescent Programs	12.1	28.9	55.3	8.1	4.2	2.1	1.4	7.1	29.0	52.4	9.9	5.7	0.9	2.2
Parent Education	6.1	30.6	50.3	11.3	3.0	2.3	2.5	3.7	32.0	45.9	13.8	2.4	2.1	3.7
Families with Special Needs	4.0	29.6	38.2	15.8	7.6	7.0	1.9	1.4	27.8	39.7	19.7	8.0	3.2	1.5
Single Parent Programs	2.2	31.1	34.0	22.9	5.8	5.4	0.8	1.0	18.9	39.7	27.0	6.7	2.5	5.3
Pre-marital Programs	2.6	31.5	36.8	20.7	3.0	7.4	0.6	2.5	36.7	34.2	16.9	5.7	4.5	2.1
Relocation	12.2	22.0	45.0	12.9	11.2	7.0	2.0	11.5	22.7	45.6	13.7	9.4	6.6	2.0
Housing Office	50.6	18.0	41.5	14.3	15.4	9.5	1.2	44.1	19.9	41.1	14.8	14.1	8.5	1.7
Separation/Deployment	13.8	21.4	49.3	12.7	9.6	5.2	1.8	10.3	23.9	52.6	12.4	6.0	3.1	2.1
Transition Assistance	12.2	29.2	43.9	13.7	7.7	4.2	1.3	6.0	34.2	41.9	13.0	4.0	2.3	4.6
Individual Counseling/Therapy	10.6	23.6	39.6	19.7	10.4	5.0	1.7	9.8	26.3	42.4	12.6	10.0	7.4	1.3
Marriage and Family Counseling	7.6	22.6	42.2	20.5	9.0	4.1	1.7	6.8	25.4	33.2	17.6	12.2	9.6	2.0
Stress Management	6.8	26.9	45.0	12.3	7.3	7.0	1.6	5.9	27.4	43.6	12.1	9.7	4.1	3.1
Crisis Referral	3.0	30.4	26.6	19.8	7.9	10.9	4.5	2.2	37.3	31.1	14.0	5.7	7.0	4.9
Spouse/Child Abuse	2.3	15.6	38.5	18.0	11.6	14.9	1.5	1.6	28.2	21.5	20.3	6.8	15.8	7.4
Alcohol Treatment/Drug Abuse	5.4	29.0	34.6	18.0	6.2	9.5	2.7	7.1	34.9	33.3	16.1	5.8	6.0	4.0
Rape Counseling	1.4	25.9	24.7	35.0	6.3	5.3	2.7	0.8	28.7	18.6	29.1	6.4	5.2	12.1
Suicide Prevention	2.9	25.9	41.5	20.6	4.1	6.0	1.9	1.9	28.5	35.9	24.1	4.2	2.8	4.5
Chaplain Services	35.7	38.0	46.2	8.3	4.1	1.6	1.8	27.8	34.7	46.0	9.1	5.4	2.8	1.9

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table A-4 (continued)
Member usage and satisfaction ratings of family programs by Service branch

Marine Corps													Air Force						
	% Used		Very Sat		Neither Sat nor Dis			Very Dis		NR	% Used		Very Sat		Neither Sat nor Dis			Very Dis	NR
Information and Referral	13.7	23.9	52.7	11.8	6.3	2.9	2.5				15.2	21.0	56.0	14.2	5.0	2.4	1.5		
Financial Counseling	8.4	25.8	46.8	14.3	9.2	2.8	1.2				8.2	27.2	46.4	12.2	7.1	6.1	0.9		
Legal Assistance	39.1	29.1	45.0	9.4	8.6	6.4	1.6				57.8	27.5	53.5	9.0	6.0	3.0	1.0		
Family Support Centers	22.1	28.8	47.8	13.1	5.8	3.1	1.5				40.3	31.2	54.4	9.4	3.4	1.0	0.6		
Spouse Employment	10.7	13.0	29.3	15.6	22.6	17.2	2.3				14.4	9.4	30.8	16.8	25.2	16.8	1.1		
Child Care Services	10.6	30.9	37.0	10.5	12.7	6.4	2.4				19.2	19.3	43.9	11.5	14.0	10.2	1.1		
Youth/Adolescent Programs	8.0	30.7	50.2	9.6	4.9	2.0	2.6				14.7	21.5	58.8	9.6	6.8	2.1	1.2		
Parent Education	3.8	28.3	48.8	14.1	2.3	2.9	3.6				4.0	27.6	50.9	13.3	5.8	1.3	1.2		
Families with Special Needs	1.4	22.1	39.5	16.9	6.7	6.0	8.8				2.3	27.1	36.1	15.8	12.8	7.1	1.0		
Single Parent Programs	1.0	22.3	28.4	28.3	3.2	4.5	13.4				0.9	22.2	37.2	23.5	9.3	7.0	0.8		
Pre-marital Programs	4.5	30.2	42.0	12.9	6.7	3.6	4.6				2.7	28.7	43.2	18.7	7.4	1.9	0.2		
Relocation	8.1	26.1	37.1	17.2	10.2	5.3	4.1				11.6	21.0	52.0	12.4	8.2	5.3	1.1		
Housing Office	38.3	19.7	41.0	13.9	14.5	9.1	1.8				64.1	17.5	45.0	15.7	13.8	6.7	1.3		
Separation/Deployment	10.8	23.1	52.6	10.7	6.7	4.8	2.2				8.8	20.9	51.2	15.1	7.9	3.8	1.2		
Transition Assistance	8.6	36.8	42.6	9.6	5.3	2.9	2.8				8.2	33.7	42.8	12.0	6.3	3.1	2.0		
Individual Counseling/Therapy	7.8	27.8	38.9	12.6	10.3	8.4	2.1				9.7	27.3	39.2	16.9	10.4	5.3	0.9		
Marriage and Family Counseling	7.9	21.7	38.3	16.4	10.7	11.4	1.6				7.6	20.4	38.6	20.0	12.7	7.0	1.4		
Stress Management	4.3	23.3	38.3	20.7	4.9	9.0	4.0				4.4	26.9	45.7	12.7	6.5	5.3	2.8		
Crisis Referral	2.9	33.7	31.1	15.8	5.8	9.3	4.4				1.7	29.6	33.2	17.0	10.5	9.6	0.2		
Spouse/Child Abuse	1.8	18.7	27.5	24.8	5.5	16.2	7.4				1.0	16.6	22.3	27.0	12.0	19.9	2.1		
Alcohol Treatment/Drug Abuse	6.1	28.0	41.6	10.8	8.0	9.6	2.0				2.4	26.7	41.6	18.0	5.4	7.1	1.1		
Rape Counseling	0.9	25.1	25.0	30.1	3.2	1.8	14.9				0.5	32.4	5.0	41.2	6.5	14.5	0.4		
Suicide Prevention	2.7	17.4	41.9	25.7	5.7	5.2	4.2				0.7	23.7	27.0	31.0	5.6	2.6	10.2		
Chaplain Services	29.5	38.8	43.7	9.4	4.4	1.9	1.9				32.9	31.7	51.7	8.1	4.8	1.9	1.9		

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table A-5

Member usage and importance ratings of MWR services by pay grade

	E1-E4						E5-E6					
	% Used			Neither			% Used			Neither		
	Used	Very Imp	Imp	Unimp	Unimp	NR	Used	Very Imp	Imp	Unimp	Unimp	NR
Bowling	70.2	8.5	25.1	45.6	10.2	4.9	65.7	9.6	27.7	41.4	11.0	5.3
Golf	20.4	6.7	13.3	33.9	19.1	16.0	24.6	8.7	14.3	30.5	19.4	9.5
Marinas	12.7	5.6	14.1	38.2	17.0	11.7	17.3	7.3	14.5	35.2	17.9	12.1
Stables	7.5	5.4	12.2	39.5	17.3	11.8	7.8	4.3	10.8	36.8	19.6	13.1
Fitness	86.2	43.5	34.2	13.6	2.2	1.5	81.7	45.3	31.6	13.0	2.9	2.0
Youth Activities	14.0	18.3	20.3	31.8	9.8	7.2	30.0	28.5	23.3	24.0	8.3	5.6
Library	65.4	34.1	34.0	18.6	3.7	2.4	71.3	40.5	32.7	15.4	3.4	1.7
Arts & Crafts	21.3	10.6	22.8	39.1	10.3	5.7	31.0	13.7	26.2	36.4	8.9	5.0
Tours & Tickets	51.7	24.0	33.2	25.7	5.2	3.1	62.6	27.0	36.6	22.3	4.4	2.7
Recreation Gear	45.4	20.8	32.4	27.8	5.8	3.5	52.4	22.9	35.3	25.4	5.3	2.9
Main Exchange	96.3	56.8	29.8	8.4	1.1	0.9	96.1	56.1	27.8	10.8	1.6	1.0
7-Day Store	87.3	51.3	28.9	12.0	2.1	1.2	88.6	49.0	30.6	13.2	2.2	1.0
Clubs	70.3	21.6	28.8	29.2	7.8	6.0	67.3	18.8	26.9	31.6	9.3	7.6
Temp. Lodging	37.7	26.0	26.4	26.8	6.8	4.2	50.8	35.8	27.9	20.5	4.6	3.1
Cabins	9.3	13.1	8.5	18.3	42.5	10.9	13.7	10.8	19.7	40.4	10.3	6.9
Laundry	71.2	33.1	33.2	20.3	3.9	2.7	64.8	28.4	32.3	23.5	5.6	3.0
Photo	16.4	8.0	18.7	44.1	10.4	6.5	13.3	8.0	15.3	45.1	12.1	7.5
Auto Repairs	45.1	27.2	31.0	23.3	5.8	3.8	53.2	28.8	32.0	23.2	5.3	3.5
Auto Hobby	41.8	25.0	28.8	26.4	6.5	4.1	49.0	29.2	29.9	24.4	5.2	3.7
Rentals	35.0	15.4	30.1	32.3	6.9	4.1	42.9	18.0	31.6	31.1	6.3	3.9
Animal Care	12.5	13.8	20.7	35.6	10.0	7.3	25.1	16.6	23.6	33.0	9.6	7.3
Auto/Truck Rental	15.4	11.9	23.6	37.1	8.9	5.8	18.8	11.9	23.0	39.1	9.4	5.8
Commissary	89.4	57.4	25.0	10.6	1.7	1.1	92.8	68.8	19.3	7.0	1.2	0.8
												3.0

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-5 (continued)

Member usage and importance ratings of MWR services by pay grade

	<u>E7-E9</u>									
	% Used		Very Imp		Neither Imp nor Unimp		Very Unimp		NR	
Bowling	59.0	10.1	25.4	37.8	12.0	7.6	7.1			
Golf	27.0	9.7	13.9	27.2	18.3	20.5	10.5			
Marinas	16.6	6.4	13.7	33.0	17.2	16.7	13.1			
Stables	6.3	3.3	8.2	34.2	20.8	19.9	13.7			
Fitness	75.5	43.3	30.3	14.0	3.7	3.0	5.8			
Youth Activities	36.6	29.0	25.1	21.3	7.7	6.9	10.1			
Library	72.2	39.3	33.1	14.9	3.2	2.6	6.9			
Arts & Crafts	35.7	13.3	28.4	33.2	8.2	6.7	10.2			
Tours & Tickets	62.3	23.9	36.4	23.2	5.2	4.0	7.5			
Recreation Gear	50.4	20.3	35.1	24.0	6.5	4.9	9.1			
Main Exchange	95.6	56.2	28.5	9.7	2.2	1.1	2.4			
7-Day Store	87.7	46.2	31.1	13.8	3.0	1.7	4.2			
Clubs	71.9	18.1	30.4	29.9	8.5	7.4	5.6			
Temp. Lodging	58.6	39.1	29.7	15.8	5.0	3.2	7.4			
Cabins	18.5	11.4	20.7	37.6	9.8	8.3	12.2			
Laundry	66.5	28.9	32.3	21.3	5.7	4.2	7.6			
Photo	12.6	6.9	14.8	44.1	12.1	10.0	12.1			
Auto Repairs	53.4	26.6	30.4	24.0	6.2	4.7	8.0			
Auto Hobby	46.9	25.8	28.5	24.5	6.5	5.2	9.5			
Rentals	41.5	16.1	31.3	30.4	6.8	6.0	9.5			
Animal Care	30.8	18.0	23.7	30.4	9.7	8.2	10.1			
Auto/Truck Rental	17.9	9.1	20.5	39.0	10.4	8.4	12.6			
Commissary	93.9	74.2	16.8	4.6	1.2	0.8	2.3			

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-5 (continued)
Member usage and importance ratings of MWR services by pay grade

	Q1-Q3						Q4+							
	% Used	Very		Neither		Very Unimp	NR	% Used	Very		Neither		Very Unimp	NR
		Imp	Unimp	Imp	Unimp				Imp	Unimp	Imp	Unimp		
Bowling	49.0	5.2	20.6	41.1	17.9	10.0	5.3	41.9	4.0	17.1	36.3	21.0	15.4	6.1
Golf	46.6	16.8	24.2	27.3	14.2	12.1	5.4	42.7	15.0	22.1	25.0	16.3	15.8	5.8
Marinas	19.1	8.0	19.3	34.8	16.0	12.3	9.7	17.4	6.5	15.2	30.8	19.4	18.3	9.9
Stables	7.5	4.3	11.9	36.5	20.3	16.2	10.7	7.8	2.8	8.0	30.7	22.4	25.1	11.1
Fitness	86.4	59.0	26.9	7.5	2.0	1.6	3.0	77.6	48.9	29.3	11.7	3.5	2.9	3.8
Youth Activities	18.8	24.0	24.4	25.7	8.6	8.1	9.2	31.5	26.8	23.4	21.6	10.3	9.7	8.1
Library	72.3	41.5	35.8	13.6	3.0	2.0	4.2	72.3	38.6	35.8	14.3	4.1	2.9	4.4
Arts & Crafts	35.2	13.7	31.7	32.8	9.5	5.4	7.0	36.1	12.1	30.4	31.8	10.8	7.5	7.4
Tours & Tickets	67.9	26.7	43.0	20.1	3.6	2.3	4.3	71.1	21.4	43.7	22.4	4.4	3.3	4.8
Recreation Gear	52.1	22.9	39.7	23.7	4.8	2.9	6.0	45.0	15.2	37.3	28.5	7.1	5.4	6.5
Main Exchange	97.8	64.5	26.4	5.7	1.4	0.7	1.4	97.1	62.8	26.6	7.0	1.5	0.6	1.5
7-Day Store	89.6	48.8	32.9	12.0	2.5	1.2	2.6	87.0	44.2	33.8	14.1	3.2	1.8	3.0
Clubs	84.4	25.7	33.8	22.7	9.0	6.2	2.7	83.0	20.5	33.6	26.3	10.6	6.0	3.0
Temp. Lodging	67.7	43.7	33.9	13.3	3.0	1.9	4.3	63.5	40.6	33.6	14.7	3.5	2.8	4.9
Cabins	15.5	10.3	24.0	39.9	10.3	6.4	9.1	20.6	11.1	25.8	35.8	10.6	7.9	8.8
Laundry	66.5	27.2	34.8	23.8	5.9	3.2	5.1	68.4	25.1	35.9	23.7	6.2	4.0	5.2
Photo	10.7	5.4	15.1	44.7	16.1	9.3	9.3	8.2	3.4	12.5	42.4	18.5	13.6	9.6
Auto Repairs	47.6	22.1	34.5	26.1	6.7	4.6	6.1	44.8	16.9	34.3	26.4	9.0	7.0	6.4
Auto Hobby	36.1	19.5	30.2	29.6	8.4	5.4	6.8	30.4	14.7	27.5	30.2	11.3	8.6	7.6
Rentals	41.0	15.8	35.0	31.4	6.5	4.3	7.1	32.9	9.7	30.3	35.6	9.6	7.3	7.5
Animal Care	25.0	16.9	24.7	32.0	10.4	8.1	7.9	30.6	15.7	25.2	28.8	11.6	11.2	7.6
Auto/Truck Rental	14.1	8.0	22.3	41.5	11.4	7.5	9.4	11.5	4.6	17.5	42.3	14.6	11.1	10.0
Commissary	94.7	73.9	17.6	4.9	1.1	0.9	1.6	95.6	77.6	15.6	3.5	1.0	0.8	1.5

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-6

Member usage and satisfaction ratings of family programs by pay grade

	E1-E4							E5-E6						
			Neither							Neither				
	% Used	Very Sat	Sat	Sat nor		Very Dis	NR	% Used	Very Sat	Sat	Sat nor		Very Dis	NR
				Dis	Sat						Dis	Sat		
Information and Referral	13.3	22.6	49.9	15.2	5.9	3.9	2.5	20.8	21.5	55.7	13.2	6.2	2.3	1.2
Financial Counseling	12.8	25.1	48.1	14.4	7.1	3.9	1.3	9.8	26.6	47.3	11.4	6.4	5.8	2.6
Legal Assistance	36.7	24.8	49.8	11.4	7.7	4.8	1.5	54.2	28.9	49.3	9.7	6.8	4.0	1.3
Family Support Centers	26.2	31.2	50.3	9.9	5.0	2.5	1.2	40.6	32.2	49.9	10.6	4.8	1.8	0.7
Spouse Employment	10.6	12.8	30.0	13.4	21.1	20.4	2.3	18.9	11.9	30.4	15.1	23.8	17.3	1.5
Child Care Services	7.9	26.1	40.8	11.4	10.6	8.8	2.3	21.4	24.8	43.4	10.5	11.9	8.3	1.1
Youth/Adolescent Programs	3.6	32.5	45.6	10.1	6.2	3.0	2.6	15.0	23.9	58.3	9.4	5.3	1.4	1.8
Parent Education	3.4	32.1	46.4	13.5	0.7	2.2	5.1	6.6	30.3	49.9	11.4	4.3	2.3	1.9
Families with Special Needs	1.6	25.9	36.0	21.3	6.3	7.8	2.8	3.5	30.3	39.6	14.6	8.9	4.8	1.8
Single Parent Programs	1.3	29.0	34.8	21.3	4.1	5.8	5.0	2.0	24.2	37.9	26.1	6.3	4.9	0.6
Pre-marital Programs	3.0	33.6	37.8	17.4	6.4	2.8	2.0	3.1	29.8	38.1	18.8	4.4	7.7	1.2
7-Day Store	6.7	22.6	43.8	12.1	9.4	8.2	3.9	15.7	21.9	45.3	14.5	10.0	6.8	1.5
Housing Office	33.8	18.2	39.7	15.6	15.4	9.5	1.7	62.5	18.9	43.2	14.9	13.6	7.8	1.6
Separation/Deployment	9.2	18.4	50.5	15.2	7.9	4.9	3.2	13.9	23.1	49.8	12.8	8.3	4.6	1.4
Transition Assistance	6.5	31.1	41.3	13.4	6.4	4.0	3.8	10.0	36.1	40.9	14.1	4.5	2.4	2.1
Individual Counseling/Therapy	9.7	23.1	38.7	19.8	9.9	5.7	2.8	11.9	26.3	39.8	16.7	10.8	6.1	0.3
Marriage and Family Counseling	6.5	23.3	40.1	18.1	9.1	6.7	2.7	9.7	20.8	35.6	22.2	12.9	7.1	1.3
Stress Management	5.1	28.8	40.9	12.6	7.1	6.8	3.7	7.2	25.6	45.6	12.2	8.5	6.0	2.0
Crisis Referral	2.6	34.9	25.5	17.9	5.3	11.0	5.4	2.9	29.6	32.4	16.3	9.6	8.7	3.5
Spouse/Child Abuse	1.4	18.2	28.9	23.3	11.8	10.6	7.1	2.3	20.8	32.9	19.8	6.5	17.4	2.6
Alcohol/Drug Treatment	6.3	29.7	35.7	16.7	6.2	7.5	4.2	5.7	32.6	35.2	17.5	4.8	7.9	2.0
Rape Counseling	1.0	33.3	15.3	32.1	6.3	4.2	8.9	1.1	20.3	23.8	37.2	6.1	8.3	4.3
Suicide Prevention	1.9	23.5	38.6	21.4	4.1	7.3	5.3	2.3	23.3	37.5	27.0	6.8	1.9	3.5
Chaplain Services	30.2	33.8	44.4	10.4	6.1	2.6	2.7	30.3	35.3	50.2	7.9	3.4	1.8	1.4

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table A-6 (continued)

Member usage and satisfaction ratings of family programs by pay grade

E7-E9									
	% Used	Very		Neither		Very		NR	
		Sat	Dis	Sat	Dis	Sat	Dis		
Information and Referral	23.1	26.1	55.4	11.0	4.6	2.0	0.8		
Financial Counseling	4.9	34.2	41.5	13.9	5.1	4.5	0.9		
Legal Assistance	58.4	30.3	52.5	7.1	5.6	3.6	0.9		
Family Support Centers	40.6	37.9	47.5	9.5	3.6	1.3	0.3		
Spouse Employment	21.3	13.1	27.6	13.5	25.0	20.5	0.3		
Child Care Services	16.6	25.7	47.0	9.9	10.4	6.1	1.0		
Youth/Adolescent Programs	21.5	30.1	52.5	8.7	5.0	2.8	1.0		
Parent Education	6.7	28.5	51.3	13.5	5.1	1.3	0.3		
Families with Special Needs	4.6	32.0	39.2	12.9	6.9	6.6	2.4		
Single Parent Programs	1.3	30.7	30.3	21.3	13.8	2.2	1.7		
Pre-marital Programs	2.2	35.0	31.0	23.9	3.1	5.7	1.3		
7-Day Store	16.8	27.3	48.5	10.8	8.4	4.2	0.9		
Housing Office	63.7	21.8	45.0	11.7	13.6	7.0	0.9		
Separation/Deployment	14.0	29.8	50.8	7.2	8.5	3.3	0.4		
Transition Assistance	16.0	30.0	48.2	10.4	6.7	3.8	1.0		
Individual Counseling/Therapy	11.8	30.4	46.6	6.7	9.7	6.1	0.5		
Marriage and Family Counseling	8.7	24.2	39.2	16.7	11.7	7.6	0.6		
Stress Management	7.6	25.7	48.2	13.8	7.3	4.2	0.7		
Crisis Referral	2.1	31.3	34.1	16.2	9.4	9.0	0.0		
Spouse/Child Abuse	2.0	16.5	26.4	16.7	11.8	28.4	0.3		
Alcohol/Drug Treatment	3.8	32.7	38.4	11.9	7.7	9.1	0.3		
Rape Counseling	0.8	35.3	29.4	30.0	3.8	1.3	0.2		
Suicide Prevention	2.9	34.7	37.8	22.5	0.1	3.9	1.1		
Chaplain Services	33.3	42.3	45.8	5.6	2.8	2.1	1.4		

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table A-6 (continued)
Member usage and satisfaction ratings of family programs by pay grade

	Q1-Q3							Q4+								
	% Used			Neither				% Used			Neither					
		Very Sat	Sat	Dis	Sat nor Dis	Dis	Very	NR		Very Sat	Sat	Dis	Sat nor Dis	Dis	Very	NR
Information and Referral	16.7	17.7	60.2	13.3	5.3	2.4	1.2		15.8	19.3	58.1	12.3	6.7	2.8	0.8	
Financial Counseling	2.9	27.7	45.6	13.8	7.3	4.4	1.2		1.1	23.4	48.9	17.8	9.0	1.0	0.0	
Legal Assistance	53.6	29.3	54.1	7.4	6.5	1.9	0.9		57.6	32.8	52.7	6.6	5.1	2.0	0.8	
Family Support Centers	30.3	27.0	57.1	10.3	3.8	1.2	0.7		31.9	28.4	56.5	10.1	3.9	0.8	0.4	
Spouse Employment	14.2	6.9	23.6	15.7	31.5	21.7	0.6		13.2	9.8	24.4	15.2	27.9	22.1	0.6	
Child Care Services	17.4	23.1	46.1	10.0	14.5	5.9	0.4		14.9	20.4	45.9	11.7	14.4	6.4	1.2	
Youth/Adolescent Programs	12.0	26.7	60.0	7.4	4.3	0.8	0.8		22.6	22.2	59.6	8.8	6.8	1.9	0.8	
Parent Education	3.3	24.8	54.8	11.8	6.5	1.7	0.5		2.7	25.8	49.3	16.4	4.7	1.1	2.7	
Families with Special Needs	1.6	25.7	35.9	17.1	12.0	8.6	0.7		3.2	19.5	34.3	18.4	20.1	7.7	0.0	
Single Parent Programs	0.5	19.4	36.2	28.4	9.8	5.4	0.9		0.4	15.7	6.6	54.7	15.5	1.2	6.3	
Pre-marital Programs	2.7	31.8	48.4	11.6	5.4	2.3	0.5		1.0	22.2	43.3	24.9	5.2	3.3	1.1	
7-Day Store	14.5	17.9	51.8	14.7	10.4	4.5	0.7		13.5	20.0	49.0	12.5	12.7	4.5	1.2	
Housing Office	69.4	15.5	44.2	15.5	15.2	8.5	1.1		64.0	16.8	42.4	15.8	15.7	8.3	1.0	
Separation/Deployment	9.4	20.2	55.4	13.7	7.0	3.1	0.5		9.7	24.4	54.9	10.8	6.9	2.4	0.7	
Transition Assistance	7.5	28.8	42.6	12.8	9.5	5.2	1.2		13.0	25.1	49.2	10.5	10.9	3.5	0.8	
Individual Counseling/Therapy	4.6	30.6	39.2	11.1	10.1	8.3	0.8		5.9	26.7	42.8	11.9	11.3	6.5	0.9	
Marriage and Family Counseling	4.3	26.5	42.2	12.9	9.3	8.6	0.6		4.6	25.3	44.7	13.7	9.8	6.4	0.1	
Stress Management	2.8	26.5	47.9	12.1	9.4	3.4	0.6		2.9	20.7	45.0	22.9	4.3	4.9	2.2	
Crisis Referral	1.0	33.1	32.7	17.9	12.3	3.8	0.2		1.3	34.2	35.7	21.9	4.3	3.8	0.1	
Spouse/Child Abuse	1.0	21.8	30.6	17.3	13.6	16.0	0.8		0.8	22.5	26.2	21.5	16.0	13.8	0.0	
Alcohol/Drug Treatment	1.8	27.7	37.0	12.2	13.7	8.5	1.0		1.7	33.7	32.0	14.2	10.8	9.0	0.3	
Rape Counseling	0.5	21.4	29.4	32.2	4.3	12.8	0.0		0.4	13.1	22.0	36.4	14.7	13.7	0.0	
Suicide Prevention	1.3	26.8	47.9	13.3	4.8	5.5	1.8		1.1	26.3	39.8	26.3	3.9	3.7	0.0	
Chaplain Services	40.3	35.1	50.9	7.5	4.3	1.3	1.0		39.7	37.6	49.6	6.6	4.7	0.5	1.0	

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table A-7

Member usage and importance ratings of MWR services by minor custody

	No Custody of Minors						Custody of Minors							
	% Used	Very		Neither		NR	% Used	Very		Neither		NR		
		Imp	Unimp	Imp	Unimp			Imp	Unimp	Imp	Unimp			
Bowling	65.3	7.7	24.2	44.3	11.9	6.5	5.4	62.9	9.0	25.7	41.4	12.0	6.2	5.8
Golf	26.3	8.8	15.7	33.1	17.8	15.4	9.4	26.3	9.4	14.9	29.6	19.0	17.6	9.5
Marinas	14.6	6.5	15.2	37.8	16.5	11.9	12.1	16.0	6.4	14.4	34.7	18.0	14.1	12.3
Stables	7.3	5.2	11.6	39.5	17.5	13.3	12.9	7.5	4.1	10.7	35.8	20.1	16.5	12.9
Fitness	85.7	47.2	32.4	12.4	2.2	1.5	4.4	81.2	44.6	32.1	13.0	3.0	2.2	5.1
Youth Activities	8.3	14.9	18.0	33.6	11.6	9.7	12.2	34.7	30.9	26.1	21.9	6.9	4.6	9.6
Library	66.0	34.3	34.8	18.4	3.7	2.3	6.5	71.6	40.4	33.1	15.0	3.3	2.0	6.2
Arts & Crafts	22.5	10.1	23.4	39.1	10.7	6.1	10.6	32.4	14.0	27.8	35.0	8.7	5.2	9.4
Tours & Tickets	57.6	26.2	35.8	23.3	4.5	2.9	7.4	59.8	24.3	36.6	24.1	4.9	3.1	7.1
Recreation Gear	48.5	22.0	34.3	26.5	5.5	3.3	8.4	48.8	20.7	35.1	26.3	5.9	3.7	8.4
Main Exchange	96.8	58.6	29.0	8.0	1.1	0.9	2.4	96.2	56.9	28.4	9.5	1.7	0.9	2.6
7-Day Store	87.3	50.2	29.8	12.7	2.3	1.3	3.8	88.7	48.9	31.0	12.6	2.3	1.2	4.1
Clubs	74.3	23.0	30.1	27.9	7.8	5.9	5.2	69.4	18.8	28.3	30.4	9.4	7.3	5.8
Temp. Lodging	41.0	27.1	28.7	25.2	6.3	4.0	8.8	54.3	37.9	28.2	19.0	4.6	3.0	7.3
Cabins	10.8	9.1	19.0	42.2	10.8	7.0	12.0	14.5	10.5	20.7	39.8	10.4	7.1	11.6
Laundry	72.2	33.6	33.7	19.7	4.3	2.9	5.9	64.8	27.2	33.0	23.9	5.5	3.3	7.2
Photo	14.7	7.6	17.7	44.4	11.6	7.2	11.6	13.1	7.1	15.6	44.7	12.7	8.4	11.5
Auto Repairs	44.8	26.2	31.2	24.4	5.9	4.3	8.0	51.8	26.8	32.5	23.4	6.0	3.9	7.5
Auto Hobby	40.4	24.7	28.2	27.2	6.8	4.8	8.4	45.8	25.9	30.1	25.2	6.4	4.3	8.1
Rentals	35.5	15.7	30.7	32.7	6.8	4.3	9.8	41.0	16.2	31.8	31.3	6.9	4.5	9.3
Animal Care	12.4	14.2	20.2	36.4	10.2	7.7	11.4	27.2	16.7	24.6	31.3	9.8	7.8	9.8
Auto/Truck Rental	14.6	11.2	22.9	38.7	9.5	6.2	11.5	17.8	10.5	22.5	38.9	10.0	6.8	11.3
Commissary	88.9	57.5	25.2	10.6	1.7	1.3	3.7	94.4	72.2	17.7	5.6	1.1	0.6	2.7

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-8

Member usage and satisfaction ratings of family programs by minor custody

	No Custody of Minors						Custody of Minors					
	% Used		Very Sat		Neither Sat nor Dis		Very Sat		Neither Sat nor Dis		Very Dis	
			Sat	Dis	Sat	Dis	Sat	Dis	Sat	Dis	Sat	Dis
Information and Referral	12.6	23.3	54.4	13.9	4.6	2.0	21.2	54.6	13.3	6.3	3.2	1.5
Financial Counseling	8.2	24.8	52.8	9.8	7.2	3.2	27.1	43.9	15.6	6.7	5.4	1.4
Legal Assistance	35.3	27.6	50.0	9.4	7.6	4.3	28.3	51.5	9.2	6.4	3.4	1.2
Family Support Centers	19.7	30.0	51.4	11.1	5.1	1.4	32.5	50.7	9.8	4.4	2.0	0.7
Spouse Employment	7.8	12.4	25.7	12.5	24.3	22.4	11.4	30.3	15.1	23.8	18.4	1.0
Child Care Services	0.9	28.0	28.2	25.2	4.3	3.1	24.6	44.1	10.3	12.1	7.9	1.0
Youth/Adolescent Programs	1.5	31.2	41.8	14.3	4.3	1.6	26.0	56.7	8.7	5.6	1.9	1.2
Parent Education	1.6	30.6	43.8	16.9	1.7	0.4	29.5	50.7	12.0	3.8	2.4	1.6
Families with Special Needs	0.6	30.3	35.9	18.8	2.0	4.6	27.1	38.8	16.4	9.9	6.7	1.2
Single Parent Programs	0.6	28.7	32.0	27.0	2.4	1.3	26.1	35.7	23.6	7.5	6.1	1.0
Pre-marital Programs	2.9	37.2	39.0	11.9	7.4	2.4	27.1	39.7	22.4	3.6	6.2	1.0
Relocation	7.2	24.7	46.0	13.7	8.3	4.7	21.1	47.0	13.2	10.3	6.9	1.6
Housing Office	31.5	18.9	41.3	16.0	14.4	7.8	18.2	43.0	14.4	14.5	8.5	1.3
Separation/Deployment	7.9	23.0	49.3	15.2	6.8	3.8	21.7	52.1	11.9	8.6	4.4	1.4
Transition Assistance	6.6	34.1	38.6	14.5	7.0	3.6	30.6	45.8	11.8	6.3	3.5	2.1
Individual Counseling/Therapy	7.5	26.0	40.3	16.9	9.7	4.7	25.7	40.2	16.0	10.7	6.6	0.8
Marriage and Family Counseling	4.3	30.1	33.1	19.7	10.6	4.8	20.3	40.2	19.1	11.2	7.7	1.5
Stress Management	4.8	31.6	40.4	12.4	9.0	4.5	23.5	46.4	13.5	7.1	6.9	2.7
Crisis Referral	1.7	39.4	23.3	16.0	6.0	9.3	30.0	33.9	17.4	7.6	9.1	2.0
Spouse/Child Abuse	0.8	34.4	25.2	26.3	2.8	3.8	15.1	32.0	18.9	11.8	19.5	2.8
Alcohol Treatment/Drug Abuse	5.6	31.8	37.0	13.0	6.4	8.3	30.4	33.6	19.9	6.3	7.5	2.3
Rape Counseling	0.7	35.2	12.4	30.4	8.8	4.9	23.6	25.3	34.8	4.9	7.1	4.4
Suicide Prevention	1.6	29.2	35.9	23.7	4.6	2.7	24.1	40.1	21.9	4.6	5.9	3.5
Chaplain Services	28.7	34.2	47.1	9.4	5.0	2.2	36.4	48.0	8.0	4.4	1.8	1.5

Note: NR = Percent of respondents who indicate usage of program but who did not report importance rating.

Table A-9

Member usage and importance ratings of MWR services by marital status

	<u>Married</u>						<u>Not Married</u>					
				<u>Neither</u>						<u>Neither</u>		
	% Used	Very Imp	Imp	Unimp	Unimp	Very Unimp	% Used	Very Imp	Imp	Unimp	Unimp	Very Unimp
Bowling	62.0	8.6	25.0	41.5	12.6	6.6	67.6	8.1	25.0	44.4	11.0	5.7
Golf	27.2	9.8	15.4	29.7	18.5	17.5	24.3	7.8	14.9	33.5	18.4	14.9
Marinas	16.0	6.8	14.5	35.0	17.6	14.0	14.3	5.9	15.2	37.7	17.0	11.5
Stables	7.4	4.3	10.6	36.4	19.5	16.3	7.7	5.2	11.9	39.1	17.9	12.5
Fitness	81.5	45.2	31.9	13.0	2.9	2.1	86.4	47.1	32.2	12.3	2.2	1.5
Youth Activities	28.6	27.9	24.3	23.7	7.9	6.0	12.1	15.9	18.7	33.4	11.1	8.6
Library	70.9	39.7	33.5	15.2	3.4	2.1	65.5	33.8	34.4	18.8	3.8	2.4
Arts & Crafts	32.0	13.6	27.4	35.2	8.8	5.5	20.9	9.8	22.7	39.2	11.0	6.0
Tours & Tickets	60.3	24.9	37.0	23.2	4.8	3.2	56.1	25.3	34.6	24.5	4.7	2.7
Recreation Gear	48.6	20.8	35.3	26.2	5.7	3.7	48.8	22.2	33.3	26.5	5.7	3.2
Main Exchange	96.6	57.6	28.0	9.4	1.6	0.9	96.0	57.6	29.5	8.0	1.2	0.9
7-Day Store	88.7	48.6	30.8	12.9	2.4	1.3	86.7	50.9	29.4	12.2	2.2	1.1
Clubs	69.2	18.4	28.6	30.3	9.5	7.5	76.0	24.8	30.2	27.3	7.1	5.2
Temp. Lodging	54.0	37.4	28.2	19.3	4.6	3.1	37.9	24.8	28.4	26.1	6.9	4.0
Cabins	13.9	10.5	20.3	40.3	10.3	7.1	10.9	8.6	19.4	41.4	10.9	6.8
Laundry	64.6	27.2	33.2	23.6	5.5	3.4	74.3	35.3	33.0	19.0	3.9	2.4
Photo	12.7	7.0	15.2	44.9	12.8	8.7	16.5	8.1	18.9	43.4	10.8	6.3
Auto Repairs	51.7	26.7	32.6	23.3	5.9	4.2	43.3	26.2	30.2	24.7	6.0	3.8
Auto Hobby	45.3	25.7	30.0	25.7	6.3	4.6	39.8	24.4	27.8	26.8	7.1	4.4
Rentals	40.8	16.2	32.1	31.3	6.7	4.6	34.6	15.6	29.6	32.9	7.0	4.2
Animal care	27.7	18.0	24.9	30.5	9.4	7.6	7.6	11.1	18.4	38.9	11.0	8.0
Auto/Truck Rental	17.5	10.5	22.7	38.7	9.9	6.9	14.4	11.3	22.6	35.5	9.5	5.9
Commissary	94.7	71.7	18.0	5.9	1.1	0.7	86.6	54.1	26.7	11.4	1.9	1.3

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table A-10

Member ratings of importance and satisfaction with family programs and MWR services by specific problem areas

PCS Move Problem: Temporary Lodging Expenses

Percent who said program was important or very important	Serious problem	Somewhat of a problem	Slight problem	Not a problem
Temporary lodging facilities	70.6	70.8	68.4	63.1

Percent who were satisfied or very satisfied with...	Serious problem	Somewhat of a problem	Slight problem	Not a problem
Relocation assistance	54.4	63.6	69.7	77.5
Housing office	49.0	55.5	62.3	65.8

PCS Move Problem: Finding Permanent Housing

Percent who said program was important or very important	Serious problem	Somewhat of a problem	Slight problem	Not a problem
Temporary lodging facilities	73.2	69.9	65.8	61.3

Percent who said satisfied or very satisfied with...	Serious problem	Somewhat of a problem	Slight problem	Not a problem
Relocation assistance	55.3	64.6	67.3	78.1
Housing office	40.4	52.1	61.7	71.3

Stress in the Last Year Caused by PCS Move

Percent who said program was important or very important	A great deal	Fair amount	Some	Little	None
Temporary lodging facilities	68.5	68.1	65.4	62.1	57.0

Percent who said they were satisfied or very satisfied with...	A great deal	Fair amount	Some	Little	None
Relocation assistance	58.8	69.8	70.8	76.2	70.0
Housing office	51.9	61.4	63.7	65.1	61.5

Location: Ability to Handle Cost of Living

Percent who said they were satisfied or very satisfied with...	Excellent	Good	Fair	Poor	Very Poor
Family support centers	87.5	85.4	82.7	80.5	67.4
Financial counseling services	81.1	77.8	69.9	69.4	59.7
Housing office	70.3	66.8	58.3	50.0	40.0

Table A-10

*Member ratings of importance and satisfaction with family programs
and MWR services by specific problem areas (continued)*

Location: Affordability of Civilian Housing

Percent who said they were satisfied or very satisfied with...	Excellent	Good	Fair	Poor	Very Poor
Family support centers	86.1	86.4	84.3	83.1	76.8
Financial counseling services	82.7	80.6	78.1	66.0	65.4
Housing office	73.1	66.8	64.6	59.7	47.5

Location: Quality of Civilian Housing

Percent who said they were satisfied or very satisfied with...	Excellent	Good	Fair	Poor	Very Poor
Relocation assistance	68.4	73.5	67.2	61.0	45.3
Housing office	65.1	63.7	57.9	54.0	36.7

Availability of Military Housing

Percent who said they were satisfied or very satisfied with...	Excellent	Good	Fair	Poor	Very Poor
Family support centers	87.7	86.3	84.3	83.1	77.0

Location: Quality of Military Housing

Percent who said they were satisfied or very satisfied with...	Excellent	Good	Fair	Poor	Very Poor
Relocation assistance	76.9	77.9	69.8	54.4	54.2
Housing office	79.6	73.2	62.4	48.2	42.3

Table A-11

*Member use of family programs and MWR services by specific problem areas***PCS Move Problem: Temporary Lodging Expenses**

Percent who used...	Serious problem	Somewhat of a problem	Slight problem	Not a problem
Temporary lodging facilities	58.0	61.0	58.5	52.1
Relocation assistance	21.1	17.8	14.6	10.5
Housing office	71.4	68.3	63.8	51.9

PCS Move Problem: Finding Permanent Housing

Percent who used...	Serious problem	Somewhat of a problem	Slight problem	Not a problem
Temporary lodging facilities	58.7	56.2	55.5	50.3
Relocation assistance	21.6	18.0	14.3	11.0
Housing office	74.7	70.7	67.7	56.6

Stress in Last Year Caused by PCS Moves

Percent who used...	A great deal	Fair amount	Some	Little	None
Temporary lodging facilities	57.0	56.2	51.7	45.9	44.3
Relocation assistance	23.1	19.6	13.4	10.6	7.5
Housing office	65.7	62.4	55.1	45.3	45.8

Location: Ability to Handle Cost of Living

Percent who used....	Excellent	Good	Fair	Poor	Very Poor
Family support centers	32.2	37.0	39.9	40.3	44.2
Financial counseling services	7.4	7.2	9.8	13.6	16.4
Housing office	58.4	62.0	63.4	64.6	68.8

Location: Affordability of Civilian Housing

Percent who used....	Excellent	Good	Fair	Poor	Very Poor
Family support centers	28.9	31.5	35.6	37.8	39.6
Financial counseling services	7.2	7.3	9.8	10.0	10.6
Housing office	47.8	52.0	56.1	61.4	65.9

Location: Quality of Civilian Housing

Percent who used....	Excellent	Good	Fair	Poor	Very Poor
Relocation assistance	16.6	14.6	14.4	16.9	17.2
Housing office	59.7	65.8	67.3	71.1	70.1

Availability of Military Housing

Percent who used....	Excellent	Good	Fair	Poor	Very Poor
Housing office	73.6	69.0	67.4	63.1	64.9
Family support centers	46.9	42.2	43.0	38.9	38.6

Location: Quality of Military Housing

Percent who used....	Excellent	Good	Fair	Poor	Very Poor
Relocation assistance	14.7	13.0	13.8	14.4	14.2
Housing office	70.7	68.0	62.3	61.5	59.2

Table A-12

Member sources of stress and support

	Service Branch				Pay Grade				
	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E6	E7-E9	O1-O3	O4+
Sources of Stress									
Personal/Family Stress									
Health	18.0	18.3	15.4	11.4	17.9	16.4	18.1	8.7	10.7
Personal Safety	13.3	14.0	12.1	7.2	15.0	11.4	8.0	6.7	5.0
Separation from Family	41.0	43.4	39.7	26.9	42.4	37.2	33.8	32.4	25.9
Family Situation	29.8	31.4	29.4	22.9	29.0	29.3	31.8	21.9	24.7
Sources of Uncertainty									
Changes in Military Manpower	52.5	57.4	52.0	66.9	47.0	66.8	60.5	68.5	65.7
Possible Congressional Actions	44.5	46.0	38.6	65.6	34.6	59.7	58.9	66.6	68.9
Concern About Force Reductions									
Long-term Opportunities in Military	52.5	49.9	46.8	60.2	41.9	67.5	54.8	58.4	49.4
Work After Military	55.4	48.4	48.8	53.3	50.7	58.6	54.8	42.8	40.0
Get Civilian Job Quickly	58.1	53.3	52.3	59.7	54.3	64.9	58.9	45.5	43.0
Financial Burden	63.8	60.3	56.7	67.7	55.1	75.9	69.7	55.7	55.0
Ability to Adjust to Civilian Life	23.1	17.0	17.6	16.6	15.6	25.6	25.1	12.4	11.8
Job Demands									
Perceived Stress from Job Situation	52.4	52.4	50.0	49.9	50.8	52.0	52.8	52.9	51.3
Number of Work Hours	24.9	25.4	20.3	6.6	18.9	19.4	39.8	23.0	47.4
No Annual Leave	34.1	34.3	36.8	31.5	32.4	32.5	32.5	39.3	43.2
Move Stress									
Perceived Stress about PCS Move	24.1	22.1	18.7	20.9	18.6	24.8	23.2	24.9	28.9
Marital Stress									
Agreement on Career Plans	6.0	5.0	6.0	3.0	7.3	4.3	3.7	3.0	2.9
Sources of Support									
Attitudes of Community	60.4	43.1	38.8	40.4	37.7	50.5	60.0	67.4	72.1

Table A-13
Member demographics by Service

	Army	Navy	Air Force	Marine Corps
Gender				
Male	87.8	89.7	85.4	95.2
Female	12.2	10.3	14.6	4.8
Pay Grade				
E1-E4	44.1	42.2	40.3	59.6
E5-E6	28.7	36.0	31.5	22.4
E7-E9	11.7	9.0	8.8	7.5
O1-O3	9.2	7.9	12.4	7.4
O4+	6.3	4.9	7.0	3.1
Race				
White	62.6	72.9	78.4	72.0
Black	28.2	16.9	14.2	17.4
Hispanic	6.1	5.4	4.3	7.5
Other	3.2	4.8	3.2	3.1
Family Type				
Not Married	30.1	38.8	27.6	43.0
Single Parent	2.7	2.0	2.8	1.4
Married (Military spouse- no minors)	3.8	3.4	4.8	2.2
Married (Military spouse- with minors)	4.3	3.3	5.6	2.6
Married (Civilian spouse- no minors)	18.6	17.4	15.0	18.4
Married (Civilian spouse- with minors)	40.5	35.3	44.4	32.5
Education				
High School (or less)	36.2	48.6	23.1	57.0
Some College	45.6	35.7	52.7	31.9
College Graduate	8.8	8.3	8.1	7.1
College+	9.4	7.5	16.1	4.1
Age				
Less than 25	31.6	35.7	24.3	50.7
25 to 29	22.9	23.8	25.1	21.2
30 to 39	32.7	31.0	38.7	22.7
40+	12.8	9.5	11.9	5.4

APPENDIX B

SPOUSES: SOURCE TABLES FOR REPORT FIGURES

Appendix B contains spouse survey responses overall, and by major individual characteristics and by characteristics of the military member that support Chapter 5 findings.

Table B-1

Spouse usage and importance ratings of MWR services

	% Used	Importance				
		Very Important	Important	Neither Important nor Unimportant	Unimportant	Very Unimportant
Main Exchange	94.8	62.4	26.3	7.7	1.5	0.5
Commissary	94.6	80.0	13.3	4.0	0.7	0.5
7-Day Store	85.0	51.0	29.7	13.3	2.4	1.0
Libraries	66.4	50.0	29.6	12.3	2.3	1.4
Laundry/Dry Cleaning	62.9	31.5	35.0	22.8	4.0	2.0
Clubs	58.6	14.6	27.5	9.8	9.8	6.3
Tours and Tickets	56.8	28.8	38.2	23.2	3.1	1.8
Fitness Centers	55.3	33.3	34.2	21.1	4.2	2.6
Bowling	54.7	7.8	27.8	43.8	10.9	5.3
Temporary Lodging	47.5	39.7	28.1	21.0	3.8	2.0
Auto Repairs Center	46.7	28.2	35.0	24.3	4.4	2.4
Rentals/Equipment	36.5	15.6	34.9	35.1	5.1	2.9
Recreation Gear Issue	35.0	16.8	34.2	33.5	5.6	3.2
Animal Care Clinics	34.4	28.4	26.7	26.8	7.0	5.0
Arts and Crafts	32.3	17.5	31.9	34.9	6.3	3.1
Youth Activities	31.3	34.5	23.3	6.0	6.0	4.7
Auto Hobby	30.6	19.0	27.1	36.2	7.2	4.2
Auto/Truck Rental	17.6	11.7	26.7	41.8	8.0	4.3
Golf	15.4	5.7	11.5	35.9	20.5	19.2
Marinas	14.4	5.4	13.8	43.6	16.5	12.3
Photo Hobby	14.0	6.0	16.3	52.8	11.5	5.7
Cabins, Cottages, and Cabanas	10.4	9.2	20.9	47.8	8.5	5.5
Stables	7.9	4.3	12.8	44.0	17.3	12.8

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-2

Spouse usage and satisfaction ratings of family programs

	% Used	Satisfaction				
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Housing Office	63.4	13.4	44.8	13.9	16.8	10.2
Family Support Centers	42.7	29.4	50.3	11.0	5.7	2.4
Legal Assistance	40.5	25.6	53.2	9.0	7.8	3.5
Chaplain Services	33.7	34.9	48.6	7.8	5.1	2.3
Spouse Employment	29.7	9.3	29.5	12.5	27.2	20.3
Child Care Services	26.6	23.5	43.5	8.5	15.0	8.6
Information and Referral	23.1	16.6	55.7	13.9	8.2	4.2
Youth Adolescent Programs	20.2	26.2	54.4	7.7	8.3	2.3
Separation/Deployment	13.3	20.4	49.1	15.5	7.9	6.3
Relocation	12.5	17.5	45.6	14.2	15.0	6.3
Individual Counseling/Therapy	10.6	31.0	36.1	12.9	10.2	8.1
Marriage and Family Counseling	9.6	29.3	33.7	14.9	11.8	8.8
Parent Education	9.0	33.3	48.4	10.2	5.6	1.6
Financial Counseling	7.7	27.7	39.8	16.5	9.1	5.4
Transition Assistance	7.2	17.2	41.3	21.6	11.6	7.0
Families with Special Needs	5.2	28.6	31.9	15.3	12.8	10.2
Crisis Referral	4.2	30.5	36.7	14.1	8.7	8.3
Stress Management	4.0	21.2	36.8	23.9	11.1	3.1
Pre-marital Programs	2.8	33.0	38.0	23.3	2.3	2.0
Spouse/Child Abuse	2.5	20.7	18.4	31.2	12.3	13.7
Alcohol, Treatment/Drug	2.3	30.0	16.8	32.0	11.7	7.2
Suicide Prevention	1.6	20.1	22.7	40.2	4.9	9.0
Single-Parent Programs	1.2	27.5	18.8	42.0	3.0	2.5
Rape Counseling	1.2	29.1	12.1	43.3	6.8	5.1
						3.6

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-3

Spouse usage and importance ratings of MWR services by Service branch

	Army						Navy					
	% Used			Neither Imp or Unimp			Neither Imp or Unimp			Very Imp		
		Imp	Unimp		Imp	Unimp		Imp	Unimp		Imp	Unimp
Bowling	50.5	7.5	27.7	42.9	11.1	5.4	5.5	7.5	26.0	44.8	11.3	6.0
Golf	11.9	4.6	9.0	36.6	21.5	19.9	8.4	14.6	11.2	35.5	20.8	19.5
Marinas	10.0	4.5	11.4	44.4	16.8	13.1	9.8	16.2	14.6	43.9	16.4	11.8
Stables	8.8	4.7	13.9	43.2	16.6	11.8	9.8	7.6	3.9	11.9	43.8	13.3
Fitness	56.8	33.7	36.1	19.3	3.7	2.1	5.2	47.2	28.1	31.7	25.8	3.7
Youth Activities	32.0	36.7	21.9	24.3	5.6	4.2	7.4	28.2	30.1	24.3	26.6	5.4
Library	69.4	54.3	26.4	11.1	2.2	1.0	5.0	52.4	40.4	31.0	17.2	2.3
Arts & Crafts	33.4	19.6	30.8	33.9	6.4	2.6	6.7	25.5	14.8	28.8	37.9	7.1
Tours & Tickets	49.2	26.3	35.7	25.9	3.8	2.0	6.3	66.2	34.5	39.3	17.6	1.5
Recreation Gear	27.7	14.4	30.9	37.1	6.2	3.5	8.0	34.9	17.2	33.2	6.2	3.5
Main Exchange	94.1	63.7	25.4	7.0	1.5	0.6	1.8	93.5	59.2	27.8	9.0	0.6
7-Day Store	87.6	53.6	29.0	11.8	2.2	0.8	2.5	73.6	40.7	31.1	18.9	3.4
Clubs	53.8	12.8	26.0	38.9	10.3	6.3	5.7	55.6	13.2	26.4	39.1	9.9
Temp. Lodging	40.7	35.4	27.3	24.1	4.6	2.2	6.4	42.0	36.7	29.4	21.4	4.0
Cabins	9.4	9.1	20.7	47.0	8.9	5.5	8.7	10.2	9.7	21.4	47.1	8.1
Laundry	64.1	33.2	34.4	22.1	3.2	1.5	5.6	58.5	31.9	33.0	23.2	4.7
Photo	16.7	6.4	17.7	51.8	11.3	5.1	7.7	14.2	6.5	16.7	51.2	11.3
Auto Repairs	47.6	30.5	34.2	23.1	4.1	1.9	6.3	46.4	28.0	35.4	23.8	4.3
Auto Hobby	23.0	15.0	24.4	39.9	8.4	4.6	7.6	31.7	19.8	27.7	35.3	6.8
Rentals	32.7	14.0	33.4	37.1	5.2	3.0	7.3	34.2	15.8	34.0	35.1	5.2
Animal Care	36.6	30.8	25.5	25.0	7.1	4.8	6.7	24.1	22.0	25.6	31.7	7.8
Auto/Truck Rental	18.1	12.8	26.8	40.2	7.6	4.4	8.2	17.6	11.6	28.5	39.8	8.3
Commissary	95.1	80.2	13.2	3.6	0.8	0.7	1.6	91.3	76.7	14.3	5.7	0.9

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-3 (continued)
Spouse usage and importance ratings of MWR services by Service branch

	Marine Corps							Air Force						
	% Used	Very		Neither		NR	% Used	Very		Neither		NR		
		Imp	Unimp	Imp	Unimp			Imp	Unimp	Imp	Unimp			
Bowling	51.1	6.9	26.5	45.3	11.6	5.4	4.4	62.3	8.8	30.0	43.5	10.1	4.7	2.9
Golf	15.1	5.3	11.3	37.3	21.9	18.2	6.0	20.7	7.5	15.0	35.0	18.5	18.4	5.7
Marinas	28.3	8.3	21.9	41.6	14.7	7.2	6.3	14.7	5.6	14.1	42.7	16.8	13.1	7.8
Stables	17.8	6.5	20.7	45.1	13.9	7.8	6.0	4.5	3.6	10.0	44.8	18.1	15.0	8.4
Fitness	49.0	33.2	32.4	23.4	4.1	2.5	4.4	62.4	37.5	34.5	18.7	3.7	2.3	3.4
Youth Activities	26.6	33.6	22.9	25.6	6.9	4.6	6.5	34.7	35.8	24.4	23.9	5.6	4.6	5.6
Library	60.8	47.1	31.0	14.0	2.0	1.1	4.9	76.8	54.0	32.0	9.0	1.3	1.0	2.6
Arts & Crafts	20.3	14.2	29.6	39.7	7.8	2.8	5.9	40.3	18.1	36.7	32.0	5.0	3.0	5.2
Tours & Tickets	55.3	29.8	39.0	22.4	3.5	1.7	3.7	58.4	26.7	40.1	24.9	2.7	1.7	4.0
Recreation Gear	35.3	18.7	34.8	32.6	5.4	2.9	5.8	44.4	19.0	39.0	29.6	4.4	2.7	5.2
Main Exchange	92.1	56.5	30.3	10.0	1.3	0.4	1.4	97.5	65.1	25.2	6.7	1.6	0.5	0.9
7-A34Day Store	85.3	51.0	30.6	13.4	2.1	0.8	2.1	92.0	56.9	29.0	10.3	1.7	0.5	1.6
Clubs	52.7	14.6	23.6	40.4	10.2	6.9	4.4	68.9	18.2	31.5	32.8	9.0	5.8	2.8
Temp. Lodging	40.4	35.5	29.4	23.9	4.3	2.4	4.6	63.2	48.9	27.7	15.8	2.4	1.4	3.8
Cabins	16.5	12.9	27.3	42.6	7.3	3.5	6.5	10.0	7.9	19.0	50.8	8.7	6.0	7.7
Laundry	60.8	34.8	33.2	22.0	4.2	2.0	3.9	66.1	28.1	37.9	23.6	4.5	2.3	3.7
Photo	11.4	5.2	15.8	55.8	11.5	5.1	6.7	11.2	5.2	13.9	55.0	11.9	6.4	7.7
Auto Repairs	40.9	28.1	33.8	25.8	4.5	2.4	5.4	47.3	25.6	36.1	26.1	4.9	3.0	4.5
Auto Hobby	28.3	18.8	27.9	36.5	7.4	3.7	5.7	40.1	23.4	29.6	32.2	6.0	3.9	5.0
Rentals	34.8	17.3	35.4	33.6	5.3	2.8	5.8	43.9	17.1	37.6	33.0	4.8	2.6	5.1
Animal Care	32.8	28.4	27.2	28.0	6.8	4.2	5.4	41.4	30.9	29.0	24.4	6.2	4.7	4.8
Auto/Truck Rental	18.8	13.0	27.8	42.1	6.7	3.8	6.7	16.7	9.8	24.5	45.4	8.6	4.6	7.1
Commissary	91.7	78.3	14.0	5.4	0.9	0.1	1.4	97.5	83.3	12.5	2.6	0.5	0.3	0.8

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-4

Spouse usage and satisfaction ratings of family programs by Service branch

	Army						Navy							
	Neither			Neither			Neither			Neither				
	% Used	Very Sat	Sat Dis	Sat Dis	Very Dis	NR	% Used	Very Sat	Sat Dis	Sat Dis	Very Dis	NR		
Information and Referral	24.8	16.8	54.6	14.6	8.0	4.2	1.8	25.1	16.4	56.7	14.0	7.6	4.5	0.9
Financial Counseling	7.0	36.9	31.7	20.8	5.4	2.6	2.7	9.8	23.8	43.8	11.7	12.9	7.3	0.5
Legal Assistance	42.5	26.2	52.5	9.5	6.9	3.7	1.3	33.5	21.8	54.5	9.1	9.4	4.4	0.8
Family Support Centers	45.5	28.5	51.6	11.1	5.5	2.0	1.3	38.1	27.0	48.6	12.0	6.9	4.0	1.5
Spouse Employment	37.6	9.2	27.8	12.2	27.4	22.1	1.4	22.5	10.3	32.9	13.7	24.0	18.0	1.1
Child Care Services	25.8	26.9	45.7	6.7	12.2	7.3	1.3	22.6	26.3	43.0	8.4	13.0	8.1	1.1
Youth Adolescent Programs	21.6	26.7	53.3	9.5	6.9	2.5	1.2	15.1	26.6	52.7	6.8	10.2	2.5	1.2
Parent Education	10.4	38.0	47.0	7.1	5.7	0.8	1.3	7.1	31.9	45.7	12.5	8.2	1.2	0.5
Families with Special Needs	7.6	33.3	30.2	13.9	11.4	10.2	1.0	3.2	21.2	38.0	16.3	13.2	9.7	1.7
Single Parent Programs	1.7	40.9	14.3	36.1	0.2	0.0	8.5	0.9	11.1	41.2	36.9	0.0	8.8	2.0
Pre-marital Programs	2.7	30.5	40.6	25.2	1.2	0.3	2.2	2.8	44.1	25.5	20.9	5.5	3.3	0.8
Relocation	12.2	16.3	45.3	16.0	13.5	6.4	2.5	14.8	17.7	47.0	12.9	14.8	6.9	0.8
Housing Office	60.0	11.3	43.5	15.5	18.1	10.9	0.8	56.8	16.4	42.6	11.5	17.0	11.8	0.8
Separation/Deployment	14.8	17.0	51.4	16.8	8.3	5.6	1.0	14.6	25.8	48.0	12.9	5.7	6.7	0.8
Transition Assistance	8.8	13.7	41.4	22.3	14.7	6.8	1.0	5.2	20.0	39.2	22.6	8.9	7.0	2.4
Individual Counseling Therapy	10.6	34.6	36.6	12.5	9.2	4.3	2.8	10.7	29.7	31.1	14.0	12.0	12.1	1.1
Marriage and Family Counseling	9.8	34.1	35.9	15.6	10.6	2.4	1.5	9.5	23.8	30.5	14.9	11.5	16.7	2.7
Stress Management	4.7	22.1	32.5	26.9	11.8	2.1	4.6	3.8	20.6	38.0	21.2	12.5	4.6	3.1
Crisis Referral	4.2	34.3	31.9	18.0	8.2	5.0	2.6	5.6	23.9	45.0	7.9	10.3	12.5	0.4
Spouse/Child Abuse	2.9	27.6	14.2	34.2	10.6	10.4	3.0	2.7	9.7	24.4	27.8	15.3	16.8	6.0
Alcohol Treatment/Drug Abuse	2.5	36.9	16.6	30.0	8.0	5.5	3.0	2.7	27.7	11.4	29.7	21.1	8.9	1.1
Rape Counseling	1.7	32.3	10.7	46.3	0.6	6.0	4.1	1.1	15.5	20.1	34.7	19.8	8.2	1.7
Suicide Prevention	2.3	21.1	24.0	39.9	0.6	11.6	2.8	1.4	20.7	27.2	34.2	10.2	6.4	1.3
Chaplain Services	35.7	35.5	49.5	7.9	3.9	1.7	1.5	28.3	37.0	46.0	7.2	5.5	2.8	1.6

Note: NR = Percent of respondents who indicate usage of program but who did not report importance rating.

Table B-4 (continued)

Spouse usage and satisfaction ratings of family programs by Service branch

	Marine Corps							Air Force						
	% Used			Neither				% Used			Neither			
		Very	Sat	Sat	Dis	Very	NR		Very	Sat	Sat	Dis	Very	NR
Information and Referral	21.0	19.2	54.7	11.2	9.6	4.2	1.1	19.6	16.0	56.7	13.7	8.9	3.6	1.2
Financial Counseling	10.2	23.3	44.8	10.2	12.1	8.1	1.6	6.1	22.0	43.7	19.9	7.8	5.6	1.0
Legal Assistance	34.8	27.9	50.8	8.2	7.4	5.0	0.7	45.9	26.8	53.7	8.5	8.1	2.3	0.7
Family Support Centers	35.0	30.3	47.7	10.1	6.4	4.5	0.9	45.3	32.3	50.6	10.2	4.9	1.4	0.7
Spouse Employment	24.6	10.3	28.1	10.9	29.0	20.3	1.4	27.4	8.7	30.5	12.7	28.8	18.7	0.7
Child Care Services	25.2	23.9	39.6	9.8	14.4	10.7	1.6	31.7	18.0	42.4	10.0	19.2	9.7	0.7
Youth Adolescent Programs	16.6	24.9	54.0	9.2	6.5	3.3	2.1	23.9	25.6	56.7	5.7	9.3	1.8	0.9
Parent Education	7.3	30.1	45.6	15.6	2.6	4.6	1.5	9.3	28.0	52.8	11.8	4.3	2.3	0.8
Families with Special Needs	3.6	37.9	30.5	14.7	9.5	4.9	2.5	4.4	20.8	31.8	17.8	16.5	12.0	1.1
Single Parent Programs	1.3	19.7	28.6	40.6	0.7	8.8	1.6	0.7	9.8	3.3	65.3	15.4	0.0	6.1
Pre-marital Programs	3.8	42.1	38.4	17.7	0.6	0.6	0.6	2.7	22.4	46.2	25.2	1.2	3.5	1.7
Relocation	9.9	20.9	36.4	14.0	18.7	8.8	1.2	11.7	18.1	46.5	13.2	16.4	5.0	0.9
Housing Office	63.5	12.9	44.8	14.0	15.6	11.8	0.9	73.8	13.8	47.6	13.9	15.5	8.0	1.2
Separation/Deployment	16.4	20.3	47.2	13.1	10.4	8.2	0.7	9.5	19.7	46.9	17.6	9.2	6.0	0.6
Transition Assistance	5.3	25.7	43.2	16.4	6.9	7.3	0.5	7.3	19.3	42.1	20.8	9.3	7.1	1.2
Individual Counseling Therapy	10.0	31.6	40.0	9.8	8.6	8.5	1.5	10.7	27.4	39.0	13.1	10.2	9.4	0.9
Marriage and Family Counseling	10.6	30.4	28.6	17.5	12.8	8.7	2.0	9.1	27.6	35.2	13.0	13.4	10.3	0.5
Stress Management	3.5	19.8	45.3	19.1	7.2	4.8	3.7	3.5	20.4	40.9	22.6	9.6	2.8	3.7
Crisis Referral	4.9	27.7	37.0	20.1	5.5	8.8	1.0	2.7	36.6	31.0	14.5	8.6	7.1	2.2
Spouse/Child Abuse	2.9	31.6	24.1	24.3	5.4	13.7	0.9	1.7	16.5	16.2	32.9	15.0	16.7	2.7
Alcohol Treatment/Drug Abuse	2.9	29.3	25.1	26.0	8.2	10.7	0.7	1.5	19.0	21.8	43.5	6.2	6.6	3.0
Rape Counseling	1.5	42.6	4.1	42.7	6.4	2.8	1.4	0.8	30.9	9.8	46.4	7.0	0.0	6.0
Suicide Prevention	1.6	33.9	17.5	40.4	1.2	0.4	6.7	1.0	10.3	15.6	48.3	12.6	8.7	4.5
Chaplain Services	29.1	40.7	43.1	7.0	4.7	2.2	2.3	37.1	31.5	50.3	8.3	6.4	2.7	0.9

Note: NR = Percent of respondents who indicate usage of program but who did not report importance rating.

Table B-5

Spouse usage and importance ratings of MWR services by pay grade

	E1-E4						E5-E6					
	% Used		Very Imp		Neither Imp nor Unimp		% Used		Very Imp		Neither Imp nor Unimp	
	Used	Very Imp	Imp	Unimp	Unimp	NR	Used	Very Imp	Imp	Unimp	Unimp	NR
Bowling	55.4	7.1	27.8	47.7	8.3	3.4	57.4	8.6	29.4	43.3	10.5	4.1
Golf	10.0	3.3	7.9	40.3	20.7	18.4	14.6	5.0	10.7	35.4	21.5	6.9
Marinas	11.9	4.4	13.6	46.2	14.4	10.5	14.7	5.5	13.2	44.6	17.1	7.8
Stables	7.1	4.2	15.0	47.2	13.9	8.6	7.7	4.6	12.1	44.8	17.6	8.5
Fitness	55.5	35.2	34.2	20.9	2.2	2.1	56.2	32.8	34.6	20.9	4.8	4.8
Youth Activities	15.1	26.0	21.0	32.4	6.8	4.3	36.7	38.7	24.6	21.8	5.4	5.9
Library	62.2	45.8	30.5	14.0	2.1	1.6	66.5	50.1	30.1	12.2	2.5	4.1
Arts & Crafts	22.5	15.0	30.0	37.8	6.2	3.0	33.9	17.8	32.1	35.4	6.3	6.0
Tours & Tickets	43.0	23.4	35.3	28.7	3.3	1.9	58.8	30.1	38.4	22.7	3.0	4.5
Recreation Gear	26.2	14.2	29.9	38.5	5.6	2.6	38.4	18.0	35.3	32.6	5.3	6.0
Main Exchange	93.3	59.1	28.9	8.3	1.4	0.5	95.2	61.9	26.6	8.1	1.4	1.6
7-Day Store	85.8	49.9	32.9	12.3	1.7	0.8	85.1	53.1	28.2	12.5	2.4	3.0
Clubs	50.4	12.4	25.1	42.0	8.9	5.0	55.4	13.0	26.7	37.7	11.0	4.4
Temp. Lodging	37.8	32.5	27.6	26.6	4.2	1.7	48.0	40.1	28.1	20.7	3.8	5.4
Cabins	6.3	6.9	17.3	51.9	8.5	4.8	9.5	8.8	21.1	48.4	8.5	7.7
Laundry	58.6	31.4	34.2	24.0	2.9	1.2	63.2	31.7	34.3	23.1	4.3	4.5
Photo	14.9	6.1	16.4	55.9	9.4	3.4	14.4	6.1	16.7	52.7	11.4	7.8
Auto Repairs	43.9	31.6	33.8	22.4	3.1	1.4	49.0	29.3	36.1	23.5	4.3	5.0
Auto Hobby	29.7	19.7	25.9	36.9	6.5	3.3	34.8	21.2	29.4	34.2	5.9	6.2
Rentals	32.9	15.6	33.5	36.4	4.1	2.0	39.2	16.9	36.0	33.7	5.1	5.9
Animal Care	28.2	30.1	24.9	26.7	6.4	3.6	35.0	26.6	27.8	28.1	6.8	5.6
Auto/Truck Rental	16.8	13.3	27.6	40.9	6.3	2.4	20.4	12.9	28.4	39.8	7.8	7.1
Commissary	94.7	76.0	16.7	4.5	0.5	0.7	94.0	80.1	12.7	4.4	0.9	1.5

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-5 (continued)

Spouse usage and importance ratings of MWR services by pay grade

E7-E9								
	% Used	Very		Neither		Very		NR
		Imp	Imp	Unimp	Unimp	Unimp	Unimp	
Bowling	58.1	9.6	29.4	39.5	12.3	5.7	3.6	
Golf	14.2	5.8	10.7	33.7	21.9	21.3	6.6	
Marinas	16.3	5.7	12.8	39.8	19.3	15.0	7.5	
Stables	8.8	4.0	10.3	39.9	20.6	17.2	8.0	
Fitness	52.8	26.5	34.3	25.3	5.8	3.8	4.3	
Youth Activities	45.7	39.5	23.2	20.1	5.4	6.3	5.5	
Library	70.8	53.3	27.1	11.2	2.6	1.6	4.3	
Arts & Crafts	37.5	17.6	31.8	33.8	6.6	4.3	6.0	
Tours & Tickets	61.1	28.6	37.7	22.4	3.6	3.2	4.5	
Recreation Gear	38.7	16.8	33.2	32.1	6.9	4.8	6.2	
Main Exchange	93.8	59.7	26.3	8.4	2.6	1.1	2.1	
7-Day Store	85.8	49.0	29.1	15.1	3.1	1.2	2.4	
Clubs	61.2	12.4	26.4	38.2	11.3	7.8	3.9	
Temp. Lodging	50.6	40.0	27.8	19.8	4.7	2.7	5.0	
Cabins	14.6	10.0	21.2	44.6	9.7	7.1	7.3	
Laundry	67.6	31.5	35.6	22.3	4.7	2.4	3.6	
Photo	14.3	6.1	16.0	48.8	14.1	8.4	6.7	
Auto Repairs	48.3	25.2	35.1	25.9	5.5	3.6	4.8	
Auto Hobby	31.8	18.5	27.4	35.1	8.6	4.8	5.6	
Rentals	38.6	14.2	33.5	36.3	6.0	4.3	5.7	
Animal Care	41.2	28.5	26.9	24.9	8.0	5.8	5.8	
Auto/Truck Rental	17.0	9.8	24.4	43.0	9.2	6.4	7.3	
Commissary	93.8	81.8	12.1	3.4	0.7	0.6	1.5	

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-5 (continued)

Spouse usage and importance ratings of MWR services by pay grade

	Q1-Q3						Q4±							
	%			Neither			Neither			%				
	Used	Very Imp	Imp	Unimp	Unimp	NR	Used	Very Imp	Imp	Unimp	Unimp	NR		
Bowling	45.7	5.9	24.0	43.9	13.9	8.7	3.7	44.1	5.3	21.8	40.7	15.4	13.0	3.9
Golf	26.0	10.6	19.8	33.1	17.1	14.5	5.0	26.4	11.4	18.3	30.9	16.4	18.1	5.0
Marinas	16.0	6.7	17.6	41.9	15.5	11.5	6.9	16.5	6.2	14.8	38.7	17.4	16.4	6.6
Stables	8.5	4.4	14.8	42.0	18.5	13.4	6.8	9.9	4.1	11.1	38.3	19.2	20.6	6.8
Fitness	60.4	42.8	33.5	15.5	3.1	2.0	3.1	48.2	29.7	32.9	22.5	6.3	4.5	4.1
Youth Activities	28.3	33.5	24.6	25.3	5.7	5.6	5.3	37.7	34.3	23.6	22.4	7.3	7.7	4.8
Library	69.5	54.1	30.6	9.8	1.9	1.1	2.6	68.3	52.7	27.7	11.9	2.3	2.2	3.2
Arts & Crafts	39.2	21.4	35.4	30.4	5.5	3.0	4.2	39.0	19.0	33.1	31.6	7.0	4.8	4.6
Tours & Tickets	66.1	34.6	41.3	17.4	2.3	1.5	2.8	73.6	33.8	44.0	15.7	2.4	1.5	2.5
Recreation Gear	37.6	19.5	40.1	28.3	4.5	2.9	4.7	38.2	16.3	37.3	30.8	6.0	4.8	4.8
Main Exchange	96.8	70.4	22.0	5.4	0.9	0.5	0.9	97.3	70.2	22.2	5.3	0.9	0.5	0.9
7-Day Store	83.8	51.8	28.4	14.1	2.5	1.1	2.2	81.7	47.3	28.3	16.8	3.3	2.1	2.3
Clubs	74.4	22.9	34.0	29.4	6.7	4.8	2.2	76.6	23.4	33.5	27.6	7.7	5.5	2.3
Temp. Lodging	58.8	49.4	30.1	13.9	2.1	1.5	3.0	57.9	48.8	28.4	14.5	2.8	2.3	3.2
Cabins	13.2	12.3	25.3	44.4	7.0	4.7	6.4	17.2	13.6	26.0	40.4	8.1	5.8	6.2
Laundry	63.1	30.1	37.9	21.4	4.6	2.4	3.6	67.8	32.7	35.8	20.4	4.7	3.2	3.3
Photo	12.8	5.7	16.2	52.9	12.0	6.7	6.4	10.2	5.0	14.3	50.5	14.1	10.1	6.1
Auto Repairs	45.6	25.2	36.0	26.6	5.0	2.8	4.6	42.7	21.5	32.3	29.1	6.9	5.8	4.5
Auto Hobby	24.5	15.1	25.6	39.5	9.1	5.4	5.3	18.9	11.7	20.2	42.1	11.1	9.4	5.5
Rentals	35.9	15.3	38.1	33.7	5.2	3.0	4.7	32.5	12.3	33.2	37.2	6.6	5.5	5.2
Animal Care	36.3	30.7	26.6	25.6	7.5	5.3	4.4	37.8	27.9	26.6	25.7	7.7	7.8	4.4
Auto/Truck Rental	14.4	8.9	25.2	45.7	9.1	4.8	6.3	11.8	7.0	20.6	47.5	10.8	7.9	6.2
Commissary	95.9	84.1	11.0	2.8	0.7	0.3	1.0	96.5	85.1	10.6	2.6	0.5	0.3	0.9

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-6

Spouse usage and satisfaction ratings of family programs by pay grade

	E1-E4						E5-E6							
				Neither						Neither				
	% Used	Very Sat	Very Dis	Sat nor	Dis	NR	% Used	Very Sat	Very Dis	Sat nor	Dis	NR		
Information and Referral	21.4	16.4	54.9	14.7	8.3	4.9	0.8	24.9	15.9	55.4	13.7	9.2	3.9	2.1
Financial Counseling	12.0	27.3	42.1	13.7	10.4	6.2	0.3	8.1	26.7	39.5	17.3	9.1	4.9	2.5
Legal Assistance	36.2	27.7	49.7	9.9	9.6	2.7	0.5	41.9	22.4	53.4	9.2	9.3	4.4	1.3
Family Support Centers	41.0	30.7	48.0	12.2	5.7	2.9	0.6	45.7	28.7	51.1	10.3	5.4	2.7	1.7
Spouse Employment	31.2	8.0	30.4	13.3	28.9	18.3	1.0	31.1	9.5	30.5	11.6	27.2	20.0	1.2
Child Care Services	20.6	27.7	40.2	8.2	13.5	9.9	0.5	32.0	22.3	45.4	7.8	15.1	8.1	1.4
Youth Adolescent Programs	7.8	31.0	49.5	14.8	4.3	0.0	0.5	23.4	25.5	55.9	5.9	8.5	2.7	1.5
Parent Education	7.5	41.2	44.1	9.8	3.8	1.0	0.0	10.5	31.5	47.9	11.3	6.3	1.9	1.1
Families with Special Needs	3.1	41.0	29.3	19.1	1.8	8.9	0.0	6.4	29.2	29.1	17.2	11.5	11.3	1.8
Single Parent Programs	1.3	38.9	18.7	34.3	2.6	5.5	0.0	1.2	25.6	17.3	42.4	5.3	1.9	7.5
Pre-marital Programs	3.6	28.3	50.3	16.3	2.0	3.1	0.0	3.1	37.2	32.5	24.1	2.1	1.2	2.9
Relocation	10.9	20.3	40.1	14.4	18.8	6.4	0.0	13.0	16.7	45.0	13.3	17.2	5.5	2.3
Housing Office	62.4	12.0	45.0	13.9	17.3	10.8	1.0	65.9	13.9	45.4	13.1	16.2	10.6	0.8
Separation/Deployment	12.6	16.2	43.4	22.9	9.1	8.4	0.0	14.4	20.4	52.8	11.7	7.5	6.4	1.1
Transition Assistance	6.0	9.3	41.4	15.1	24.4	9.8	0.0	6.7	19.7	33.8	29.5	8.4	5.9	2.7
Individual Counseling Therapy	10.5	36.0	32.3	10.2	11.1	8.3	2.2	12.1	27.8	39.3	14.5	7.7	8.7	2.0
Marriage and Family Counseling	12.3	35.9	33.3	10.1	11.8	8.8	0.2	10.1	23.2	33.1	18.7	12.3	9.5	3.2
Stress Management	3.4	20.1	38.4	25.5	8.1	0.7	7.3	4.4	19.4	30.0	25.8	16.7	3.9	4.2
Crisis Referral	4.9	33.7	38.7	12.4	6.9	8.3	0.0	4.6	30.1	34.1	14.2	10.6	8.8	2.3
Spouse/Child Abuse	2.4	36.8	15.7	25.3	5.3	11.2	5.6	3.2	17.6	19.1	31.6	14.0	15.0	2.9
Alcohol/Drug Treatment	2.0	28.1	17.0	30.0	13.6	11.4	0.0	2.8	33.2	14.8	32.2	10.4	6.3	3.2
Rape Counseling	1.4	40.4	10.4	31.5	12.5	5.3	0.0	1.4	34.3	7.9	44.9	5.6	0.9	6.4
Suicide Prevention	1.5	24.5	29.4	29.7	4.8	11.7	0.0	2.0	22.1	14.2	44.5	7.4	6.4	5.3
Chaplain Services	29.2	36.6	45.0	9.8	5.8	1.9	1.0	32.7	32.6	51.5	6.6	5.0	2.5	1.7

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-6 (continued)

Spouse usage and satisfaction ratings of family programs by pay grade

	E7-E9									
	% Used		Very Sat		Neither Sat nor Dis		Very Dis		NR	
Information and Referral	25.0	19.6	54.2	15.1	5.1	5.6	0.5			
Financial Counseling	5.4	36.0	29.3	23.5	5.7	5.6	0.1			
Legal Assistance	42.8	27.3	53.9	10.0	4.6	3.6	0.7			
Family Support Centers	43.8	30.0	49.8	10.5	6.6	2.1	1.0			
Spouse Employment	33.2	11.3	30.1	12.6	21.8	23.3	0.9			
Child Care Services	25.3	22.3	42.6	11.7	14.4	8.2	0.9			
Youth Adolescent Programs	31.6	25.8	52.6	8.3	9.1	3.3	1.0			
Parent Education	11.7	29.1	52.8	7.8	7.0	1.6	1.7			
Families with Special Needs	7.4	21.1	38.0	9.7	20.6	9.9	0.7			
Single Parent Programs	1.7	19.3	25.5	45.9	0.0	0.0	9.3			
Pre-marital Programs	1.9	32.9	23.4	41.9	0.0	1.0	0.8			
Relocation	13.5	15.8	47.1	17.4	8.0	10.6	1.1			
Housing Office	59.2	14.7	45.1	15.8	14.7	8.3	1.4			
Separation/Deployment	14.1	24.1	45.8	16.9	7.3	5.1	0.8			
Transition Assistance	10.8	16.9	50.5	20.4	4.7	7.2	0.3			
Individual Counseling Therapy	11.6	30.0	33.5	14.3	14.4	7.9	0.1			
Marriage and Family Counseling	8.9	30.1	35.7	15.6	10.5	8.1	0.1			
Stress Management	5.7	22.9	42.6	24.0	5.7	4.4	0.4			
Crisis Referral	4.7	26.4	39.3	16.5	6.4	8.3	3.1			
Spouse/Child Abuse	2.6	7.2	22.2	39.2	18.5	12.8	0.3			
Alcohol/Drug Treatment	3.2	27.9	19.3	34.6	13.4	4.4	0.5			
Rape Counseling	1.4	3.2	21.1	62.1	0.4	12.8	0.5			
Suicide Prevention	2.1	7.9	37.1	43.5	0.3	10.3	0.9			
Chaplain Services	37.4	38.3	45.4	8.6	3.2	2.9	1.6			

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-6 (continued)

Spouse usage and satisfaction ratings of family programs by pay grade

	Q1-Q3							Q4+						
	% Used			Neither				% Used			Neither			
				Sat	Dis	Very	NR				Sat	Dis	Very	NR
Information and Referral	22.0	14.7	59.4	12.9	9.0	2.6	1.3	17.7	18.6	59.1	11.6	7.8	2.0	0.9
Financial Counseling	3.0	22.8	47.5	15.1	6.8	3.0	4.8	1.5	26.4	35.5	27.1	3.7	1.9	5.4
Legal Assistance	42.4	26.6	57.8	6.1	5.7	2.7	1.1	41.8	30.3	55.1	7.1	4.7	1.6	1.2
Family Support Centers	40.5	27.0	53.2	11.7	6.1	1.3	0.7	34.3	31.3	51.6	10.0	5.2	1.4	0.5
Spouse Employment	26.0	8.3	23.4	14.0	30.5	22.4	1.4	16.0	11.4	25.1	12.9	29.5	19.9	1.2
Child Care Services	28.5	23.8	41.4	7.2	17.1	9.5	1.1	20.9	20.5	46.3	9.2	16.4	6.9	0.7
Youth Adolescent Programs	19.4	26.5	54.7	7.2	9.4	1.6	0.6	26.5	25.0	56.5	7.3	8.7	1.5	1.0
Parent Education	6.5	28.8	55.2	8.4	4.8	1.4	1.6	5.0	37.1	44.5	12.4	3.0	1.6	1.5
Families with Special Needs	3.3	26.0	35.7	10.7	15.8	9.0	2.9	5.4	21.7	35.2	14.2	19.6	8.7	0.8
Single Parent Programs	0.5	16.2	8.5	57.3	0.0	1.0	17.0	0.4	9.1	7.6	68.0	0.0	0.0	15.3
Pre-marital Programs	2.7	34.2	34.9	22.2	6.2	2.6	0.1	0.7	20.1	32.4	36.9	1.2	1.0	8.4
Relocation	14.6	16.3	51.5	13.8	11.9	4.6	1.9	11.6	18.8	53.8	11.9	10.2	4.1	1.3
Housing Office	67.8	13.3	42.3	13.8	20.0	9.9	0.7	57.0	14.0	43.7	15.0	17.1	9.4	0.8
Separation/Deployment	12.5	21.5	52.4	12.7	8.5	3.8	1.1	10.5	26.1	50.1	11.9	7.3	3.2	1.5
Transition Assistance	5.7	20.5	41.4	16.4	13.9	6.2	1.6	8.8	24.2	48.7	13.4	7.6	4.7	1.4
Individual Counseling Therapy	6.6	33.4	33.8	10.9	13.3	6.8	1.9	7.4	32.9	39.1	11.6	10.2	5.4	0.9
Marriage and Family Counseling	5.3	30.2	35.6	13.4	12.7	6.3	1.8	4.4	32.9	32.9	15.5	8.7	8.2	1.8
Stress Management	2.8	25.2	47.6	14.0	7.1	3.4	2.8	2.9	26.7	46.9	15.2	6.6	1.7	2.9
Crisis Referral	2.0	29.8	37.2	14.2	10.4	6.9	1.6	1.7	26.4	39.0	16.2	11.4	6.2	0.9
Spouse/Child Abuse	1.1	12.1	14.4	35.2	9.9	18.1	10.3	0.9	17.2	15.6	29.9	18.0	12.4	7.0
Alcohol/Drug Treatment	0.9	13.4	27.6	29.1	11.7	9.5	8.7	0.9	31.4	15.3	32.0	8.1	6.6	6.6
Rape Counseling	0.6	19.8	18.6	34.7	7.9	13.0	6.0	0.6	5.9	25.9	46.2	1.7	10.1	10.3
Suicide Prevention	0.8	28.0	18.0	37.1	0.0	16.8	0.2	0.6	13.6	21.0	44.6	3.1	8.2	9.6
Chaplain Services	40.2	34.0	49.5	8.0	5.7	1.7	1.0	38.0	35.2	49.8	6.3	6.0	1.7	1.0

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-7

Spouse usage and importance ratings of MWR services by minor custody

	No Custody of Minors						Custody of Minors					
	% Used			Neither			% Used			Neither		
	Used	Very Imp	Imp	Unimp	Imp nor	Very Unimp	Used	Very Imp	Imp	Unimp	Imp nor	Very Unimp
Bowling	50.3	7.2	24.6	44.3	12.2	7.0	56.3	7.9	29.2	43.7	10.4	4.7
Golf	17.9	6.9	12.6	36.1	18.4	19.0	14.5	5.3	11.2	35.9	21.3	19.4
Marinas	13.6	5.4	15.8	43.9	14.4	12.6	14.6	5.3	13.1	43.8	17.3	12.3
Stables	7.1	5.2	15.2	42.8	16.1	12.6	8.2	3.8	12.1	44.7	17.6	12.9
Fitness	57.5	36.2	34.4	19.0	3.5	2.9	54.2	32.0	34.3	22.1	4.4	2.5
Youth Activities	6.9	17.8	16.9	36.8	10.0	10.9	40.2	40.5	25.9	20.7	4.5	2.5
Library	58.3	42.2	32.8	15.9	2.8	2.1	69.3	52.8	28.7	11.0	2.1	1.2
Arts & Crafts	29.4	16.3	30.2	35.1	7.8	3.9	33.3	17.8	32.8	34.8	5.7	2.8
Tours & Tickets	55.5	29.5	37.6	22.7	3.8	2.1	57.4	28.5	38.6	23.5	2.8	1.6
Recreation Gear	31.3	15.9	34.0	33.8	5.6	4.5	36.2	17.1	34.2	33.7	5.6	2.8
Main Exchange	94.8	61.2	27.6	7.1	2.1	0.6	94.8	62.9	26.0	7.9	1.3	0.5
7-Day Store	81.8	46.7	31.6	15.4	2.5	1.4	86.1	52.7	29.0	12.6	2.4	0.8
Clubs	57.7	14.8	28.0	37.8	9.1	5.8	58.9	14.5	27.6	37.1	10.0	6.6
Temp. Lodging	40.8	33.7	29.0	24.6	4.8	2.3	50.0	41.9	28.0	19.8	3.3	1.9
Cabins	9.5	8.4	21.9	47.5	8.0	6.0	10.6	9.4	20.5	48.3	8.6	5.4
Laundry	62.1	32.2	34.2	23.0	4.1	2.0	63.3	31.2	35.5	22.9	4.0	2.0
Photo	13.6	5.7	17.5	52.2	11.6	6.0	14.0	5.8	15.9	53.4	11.5	5.7
Auto Repairs	43.1	27.1	35.0	24.2	5.0	2.9	48.0	28.6	35.3	24.4	4.1	2.2
Auto Hobby	27.8	17.9	26.8	36.2	8.8	4.1	31.5	19.3	27.1	36.5	6.7	4.2
Rentals	31.5	13.8	36.1	35.3	5.5	3.4	38.2	16.2	34.6	35.3	4.8	2.8
Animal Care	32.2	31.4	26.6	25.4	5.8	4.9	35.4	27.3	26.8	27.4	7.4	5.1
Auto/Truck Rental	16.0	11.9	26.6	41.5	8.0	4.4	18.0	11.4	26.5	42.2	8.1	4.3
Commissary	92.9	74.8	16.4	5.7	1.3	0.7	95.2	82.1	12.3	3.4	0.5	0.4

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-8

Spouse usage and satisfaction ratings of family programs by minor custody

	No Custody of Minors						Custody of Minors							
	Neither			Neither			Neither			Neither				
	Very	Sat	Dis	Very	Sat	Dis	Very	Sat	Dis	Very	Sat	Dis		
	% Used						% Used							
Information and Referral	19.6	16.5	54.7	14.4	9.6	3.6	1.2	24.2	16.8	56.3	13.6	7.8	4.2	1.3
Financial Counseling	6.0	27.7	38.5	14.2	10.2	8.6	0.8	8.3	28.3	39.7	16.8	8.9	4.6	1.7
Legal Assistance	34.2	26.4	47.9	11.4	9.4	4.2	0.6	42.9	25.4	54.6	8.2	7.5	3.3	1.0
Family Support Centers	34.5	27.3	49.9	12.8	6.0	3.7	0.3	45.7	29.8	50.8	10.4	5.7	2.0	1.3
Spouse Employment	31.1	8.3	28.2	11.5	31.0	20.2	0.9	29.2	9.7	30.4	12.5	25.9	20.3	1.2
Child Care Services	3.1	25.0	37.0	20.4	12.9	2.3	2.4	35.4	23.3	43.9	8.0	15.1	8.8	1.0
Youth Adolescent Programs	3.0	24.2	39.7	19.9	12.2	2.6	1.4	26.4	26.3	54.9	7.1	8.3	2.3	1.1
Parent Education	3.2	29.9	45.0	21.1	2.6	1.3	0.1	11.2	33.7	48.6	9.1	6.0	1.6	1.0
Families with Special Needs	1.5	30.6	22.3	28.6	2.9	15.3	0.2	6.6	28.3	33.0	14.4	13.1	9.8	1.3
Single Parent Programs	0.6	3.1	17.6	59.7	3.0	0.0	16.7	1.4	32.0	19.5	38.1	3.1	2.9	4.6
Pre-marital Programs	3.5	43.8	38.4	14.1	1.4	2.2	0.1	2.5	28.8	37.8	26.5	2.8	1.9	2.2
Relocation	10.7	18.2	47.9	9.5	14.9	8.1	1.4	13.1	17.5	45.0	15.2	15.0	5.9	1.4
Housing Office	54.3	12.7	45.5	14.0	15.5	11.5	0.8	67.0	13.5	44.7	13.9	17.2	9.9	0.9
Separation/Deployment	11.2	14.6	46.7	17.9	10.0	10.5	0.3	14.1	22.0	49.6	15.1	7.5	5.1	0.8
Transition Assistance	5.5	17.5	39.6	19.6	15.1	7.9	0.4	7.8	17.3	41.7	21.7	10.9	6.9	1.6
Individual Counseling Therapy	8.6	37.7	32.1	13.3	9.3	7.2	0.5	11.4	29.1	37.3	12.8	10.6	8.2	2.0
Marriage and Family Counseling	8.2	32.0	33.6	14.4	10.8	8.9	0.4	10.0	28.8	34.4	14.4	11.9	8.8	1.6
Stress Management	3.2	19.3	31.8	23.3	17.0	7.6	0.9	4.2	22.6	39.1	24.6	8.8	1.3	3.7
Crisis Referral	3.2	31.1	33.4	15.1	10.7	9.7	0.1	4.5	30.9	37.7	13.9	7.5	8.0	2.0
Spouse/Child Abuse	1.5	13.0	15.9	45.2	7.9	17.9	0.2	2.8	22.9	19.4	26.9	13.5	12.9	4.3
Alcohol Treatment/Dug Abuse	1.5	17.6	15.0	28.1	22.3	16.8	0.2	2.5	31.9	18.3	32.1	9.3	5.7	2.7
Rape Counseling	0.8	14.5	11.0	51.1	11.0	12.0	0.4	1.4	33.2	12.5	40.5	6.2	3.4	4.3
Suicide Prevention	0.9	32.7	15.4	30.0	9.2	9.7	3.0	1.9	18.2	24.6	41.4	4.3	8.5	3.0
Chaplain Services	27.5	35.8	44.3	11.2	5.6	2.1	1.0	35.9	34.8	49.8	6.9	4.9	2.3	1.3

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-9

Spouse usage and importance ratings of MWR services by employment status

	Civilian Job						In Armed Forces					
	% Used			Neither Imp or Unimp			% Used			Neither Imp or Unimp		
	Used	Very Imp	Imp	Unimp	Very Unimp	NR	Used	Very Imp	Imp	Unimp	Very Unimp	NR
Bowling	57.0	7.8	28.4	42.9	11.3	5.6	67.2	10.7	27.9	43.9	8.7	3.4
Golf	17.0	6.3	12.2	35.3	20.6	18.5	25.1	8.8	14.1	32.8	17.9	7.1
Marinas	15.2	6.3	14.3	42.5	16.5	12.0	17.9	6.8	15.7	40.4	14.8	10.4
Stables	8.4	4.6	12.3	43.0	18.2	13.0	6.7	4.2	11.6	42.8	16.3	10.7
Fitness	58.3	33.2	34.9	20.6	4.3	2.5	83.1	54.1	29.4	10.6	1.9	2.6
Youth Activities	32.8	35.1	22.4	24.7	6.1	5.2	26.7	27.9	23.1	28.8	5.7	7.5
Library	65.7	49.6	28.5	13.6	2.6	1.4	75.1	46.6	36.0	10.0	1.6	4.3
Arts & Crafts	32.6	15.8	31.0	36.4	6.8	3.4	36.9	17.7	29.8	37.8	5.3	5.4
Tours & Tickets	60.9	30.0	38.8	22.0	2.9	1.7	70.8	31.4	39.7	20.1	2.3	4.1
Recreation Gear	37.9	17.7	35.3	32.0	5.3	3.2	48.7	22.1	36.5	28.2	4.6	5.5
Main Exchange	95.1	61.8	26.4	8.1	1.5	0.5	97.4	63.9	27.3	5.2	1.6	1.4
7-Day Store	85.0	49.3	30.2	14.1	2.4	1.1	93.3	57.2	30.8	8.3	1.9	1.5
Clubs	62.6	15.3	27.6	38.1	9.4	5.2	73.5	18.1	30.7	32.1	8.2	2.5
Temp. Lodging	46.8	38.6	28.1	22.0	3.7	1.8	52.9	39.5	31.5	18.9	3.0	5.0
Cabins	12.0	10.3	21.6	46.5	8.6	5.3	12.5	10.7	22.0	42.5	8.2	9.9
Laundry	63.1	30.6	34.9	23.4	4.5	2.1	72.3	32.6	38.2	20.2	2.7	4.5
Photo	14.4	5.9	16.5	52.5	11.7	5.8	12.6	7.8	11.8	52.6	12.0	8.9
Auto Repairs	48.5	28.5	34.2	24.3	4.9	2.5	51.3	27.4	34.4	26.0	4.2	5.0
Auto Hobby	31.3	18.9	26.7	36.3	7.9	4.0	40.1	24.7	30.8	29.3	5.0	5.5
Rentals	39.2	17.0	34.7	34.3	4.9	2.8	41.8	16.0	36.1	33.0	5.8	5.5
Animal Care	36.9	29.5	27.1	26.5	6.7	4.5	28.7	22.2	26.1	29.6	6.8	8.8
Auto/Truck Rental	18.3	11.8	26.5	41.4	8.1	4.4	18.9	12.8	23.7	41.1	8.3	8.3
Commissary	94.3	79.0	14.0	4.1	0.8	0.5	95.4	75.6	17.0	4.7	0.8	1.5

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-9 (continued)

Spouse usage and importance ratings of MWR services by employment status

	Unemployed						Not in Labor Force					
	% Used			Neither Imp or Unimp			% Used			Neither Imp or Unimp		
	Used	Very Imp	Imp	Unimp	Very Unimp	NR	Used	Very Imp	Imp	Unimp	Very Unimp	NR
Bowling	46.3	10.3	24.6	47.0	9.2	5.1	51.2	6.6	28.0	44.2	11.2	5.1
Golf	10.0	4.7	8.0	37.0	24.1	19.9	12.9	4.6	11.0	37.1	19.8	20.1
Marinas	12.7	5.0	13.8	44.7	17.3	12.4	13.0	3.8	12.7	45.5	16.7	12.7
Stables	7.8	4.8	14.0	46.1	16.4	11.1	7.6	3.7	13.6	45.0	16.4	12.6
Fitness	51.8	37.0	33.5	20.3	3.3	2.3	46.5	28.3	34.3	24.2	4.8	2.9
Youth Activities	28.1	35.8	20.0	27.6	6.5	4.4	31.0	34.2	25.9	23.7	5.8	3.6
Library	65.8	52.4	27.2	12.0	2.4	0.9	66.2	50.5	30.9	10.9	2.1	1.4
Arts & Crafts	29.9	18.3	35.2	32.7	5.6	2.6	31.7	19.6	32.8	32.8	5.9	2.6
Tours & Tickets	47.3	30.0	33.9	26.1	4.2	1.4	50.8	26.0	38.4	24.8	3.1	1.8
Recreation Gear	27.2	14.5	32.5	28.7	5.1	3.7	30.4	15.1	32.5	35.4	6.5	3.1
Main Exchange	93.0	62.9	25.8	8.1	1.7	0.5	94.5	62.7	26.1	7.4	1.5	0.5
7-Day Store	82.6	54.9	30.2	10.0	2.6	0.6	84.2	51.4	28.6	14.0	2.4	1.1
Clubs	49.4	12.7	27.2	40.1	10.5	6.6	52.5	13.3	27.1	36.2	10.5	7.6
Temp. Lodging	45.6	41.5	27.3	21.1	4.5	1.9	48.3	40.8	27.9	19.7	3.8	2.2
Cabins	7.2	8.1	21.6	50.8	6.8	5.5	8.5	7.5	19.7	49.8	9.0	5.5
Laundry	59.5	35.1	31.8	23.4	3.2	1.7	61.8	31.5	35.2	22.3	3.8	2.1
Photo	14.9	7.0	19.1	53.1	9.2	4.9	13.3	5.3	16.0	53.5	12.0	5.5
Auto Repairs	44.8	30.7	38.3	21.4	4.0	1.2	43.5	27.0	35.4	25.2	3.8	2.4
Auto Hobby	29.2	19.0	30.9	35.3	5.9	3.3	28.1	18.0	25.8	37.8	7.0	4.6
Rentals	29.8	14.0	36.6	34.2	5.3	3.2	33.4	13.7	34.8	37.1	5.1	2.9
Animal Care	27.9	26.6	27.3	28.1	6.3	6.5	33.4	28.2	25.8	26.6	7.9	5.1
Auto/Truck Rental	17.8	13.3	27.3	42.7	7.2	3.8	16.1	10.6	27.2	42.5	8.0	3.9
Commissary	93.2	80.5	12.8	4.6	0.9	0.5	95.3	82.5	11.7	3.5	0.6	0.5

Note: NR = Percent of respondents who indicate usage of service but who did not report importance rating.

Table B-10

Spouse usage and satisfaction ratings of family programs by employment status

	<u>Civilian Job</u>							<u>In Armed Forces</u>						
	% Used		Very Sat.		Neither Sat. nor Dis.		NR	% Used		Very Sat.		Neither Sat. nor Dis.		NR
Information and Referral	22.5	16.4	55.4	14.3	8.4	3.8	1.7	21.5	30.2	52.3	10.1	4.6	2.7	0.1
Financial Counseling	7.0	24.8	41.8	16.7	9.5	5.5	1.6	9.1	29.3	52.9	11.2	3.6	1.5	1.5
Legal Assistance	41.3	24.5	55.4	8.7	7.4	3.1	0.9	61.5	30.9	45.8	8.2	11.3	3.0	0.9
Family Support Centers	41.8	28.9	50.1	12.4	6.1	2.0	0.7	43.8	37.5	47.4	8.3	4.0	2.0	0.7
Spouse Employment	35.0	10.5	31.5	11.9	25.6	19.2	1.3	12.2	14.9	29.5	13.8	26.2	14.6	1.0
Child Care Services	27.5	22.9	44.9	6.9	15.4	8.9	1.1	33.4	27.3	34.5	7.8	18.7	11.1	0.7
Youth Adolescent Programs	21.3	26.0	55.3	7.5	8.3	2.3	0.6	15.5	36.9	43.1	6.6	10.3	2.0	1.1
Parent Education	8.7	29.4	52.8	8.6	6.6	2.1	0.5	11.6	49.8	37.5	6.3	5.5	0.0	0.9
Families with Special Needs	4.7	27.5	31.9	15.3	13.7	11.0	0.5	3.0	42.2	32.6	17.4	4.4	3.1	0.5
Single Parent Programs	1.0	28.8	15.0	45.8	4.7	4.0	1.7	1.6	33.8	28.1	18.0	10.0	9.3	0.9
Pre-marital Programs	2.7	36.4	39.6	18.4	2.3	2.9	0.5	6.2	29.5	56.9	9.7	0.5	3.2	0.2
Relocation	11.9	16.7	47.7	12.7	15.9	6.1	1.0	12.5	25.5	43.5	7.5	17.0	2.2	4.4
Housing Office	60.5	14.0	44.8	13.9	16.7	9.7	1.0	66.3	15.8	44.3	13.9	14.0	11.5	0.5
Separation/Deployment	13.2	18.6	51.3	15.4	8.4	6.0	0.3	13.8	28.8	46.8	12.9	5.7	5.4	0.5
Transition Assistance	7.0	15.1	42.9	19.9	12.0	8.9	1.2	9.0	21.8	53.6	12.9	5.6	6.0	0.2
Individual Counseling Therapy	10.3	28.7	39.5	11.4	10.2	9.2	1.0	14.7	44.5	27.5	13.6	8.6	3.8	2.0
Marriage and Family Counseling	9.7	25.4	39.5	12.4	12.1	9.4	1.3	12.6	47.1	29.7	8.6	8.4	5.9	0.2
Stress Management	3.7	19.8	38.5	25.1	11.2	3.8	1.6	9.0	22.0	41.4	10.4	12.3	2.8	11.1
Crisis Referral	3.7	29.4	39.6	14.0	11.6	5.2	0.2	6.8	49.2	36.9	6.5	1.4	4.7	1.3
Spouse/Child Abuse	2.3	19.2	17.9	27.3	16.5	15.3	3.9	3.8	32.7	24.0	24.7	3.3	12.9	2.3
Alcohol Treatment/Drug Abuse	2.3	29.6	19.7	30.3	13.9	5.8	0.9	3.3	30.2	27.8	34.1	1.9	5.5	0.7
Rape Counseling	1.1	29.5	9.3	44.9	10.3	5.1	1.0	1.3	20.3	31.9	31.2	12.5	2.4	1.8
Suicide Prevention	1.6	14.5	25.0	43.7	7.2	8.9	0.7	1.8	11.0	40.2	14.7	0.0	33.4	0.8
Chaplain Services	32.4	33.9	49.5	8.1	4.8	2.5	1.2	44.6	41.9	46.2	7.0	2.5	1.3	1.1

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-10 (continued)

Spouse usage and satisfaction ratings of family programs by employment status

	Unemployed							Not in Labor Force								
	% Used		Very Sat.		Neither Sat. nor Dis.		Very Dis.	NR	% Used		Very Sat.		Neither Sat. nor Dis.		Very Dis.	NR
Information and Referral	26.5	14.4	55.7	15.4	7.1	7.0	0.4	23.3	15.5	56.4	13.6	9.1	4.0	1.4		
Financial Counseling	10.5	40.1	19.9	20.4	14.0	5.2	0.4	7.8	25.4	43.0	15.9	7.8	6.3	1.7		
Legal Assistance	33.9	22.9	54.7	10.5	6.3	5.4	0.3	37.8	26.5	51.2	9.3	8.0	3.8	1.2		
Family Support Centers	44.8	31.9	46.9	8.2	8.0	4.4	0.6	43.2	28.2	52.6	10.3	4.8	2.6	1.6		
Spouse Employment	47.2	5.9	19.6	13.6	32.1	28.1	0.8	18.9	7.4	31.7	12.8	28.6	18.5	1.0		
Child Care Services	18.5	23.8	41.5	7.6	14.1	10.9	2.1	26.3	23.2	44.0	11.6	13.8	6.8	0.7		
Youth Adolescent Programs	17.2	28.4	50.5	7.1	9.2	4.5	0.3	20.1	24.3	55.4	8.4	8.1	1.7	2.1		
Parent Education	9.5	53.7	38.6	5.0	0.7	1.8	0.3	8.7	28.6	48.8	14.1	6.0	1.2	1.3		
Families with Special Needs	4.2	28.6	38.8	15.9	10.6	5.3	1.0	6.8	27.5	31.0	15.1	13.2	11.1	2.2		
Single Parent Programs	0.8	29.0	18.3	47.7	0.0	0.0	5.0	1.4	18.5	23.0	45.0	0.3	0.0	13.3		
Pre-marital Programs	1.3	38.5	23.0	35.7	0.0	2.0	0.8	2.7	25.7	31.4	35.7	3.4	0.0	3.8		
Relocation	12.0	15.0	41.5	14.2	17.4	11.5	0.4	13.5	17.7	44.6	17.3	13.1	6.2	1.2		
Housing Office	61.0	10.4	43.7	14.9	17.4	13.0	0.6	68.3	13.1	45.1	13.7	17.4	9.9	1.0		
Separation/Deployment	13.9	25.3	37.4	21.4	6.2	8.1	1.6	13.2	19.5	50.1	14.6	8.3	6.3	1.1		
Transition Assistance	7.8	15.5	32.0	18.9	26.3	6.8	0.5	6.9	19.0	40.0	27.1	7.4	4.5	2.1		
Individual Counseling Therapy	11.3	38.5	23.6	13.5	10.2	12.2	2.0	10.1	27.8	37.4	15.2	10.7	6.3	2.6		
Marriage and Family Counseling	10.3	25.2	33.2	14.5	11.1	13.8	2.2	8.7	31.9	25.3	21.2	12.4	6.9	2.3		
Stress Management	3.8	24.0	33.2	27.4	10.4	3.8	1.2	3.6	19.6	34.4	27.5	11.0	1.9	5.6		
Crisis Referral	4.9	35.7	25.1	8.7	13.5	16.5	0.5	4.2	23.1	37.7	18.7	5.6	11.0	4.0		
Spouse/Child Abuse	2.4	10.5	3.3	45.9	12.9	25.7	1.7	2.4	19.2	22.8	36.1	8.9	8.7	4.3		
Alcohol Treatment/Drug Abuse	1.5	21.2	4.6	39.9	3.7	28.1	2.6	2.3	29.1	12.5	34.2	13.2	6.2	4.7		
Rape Counseling	0.7	23.2	5.5	57.4	1.0	6.8	6.1	1.6	25.9	14.0	44.4	3.4	5.7	6.7		
Suicide Prevention	1.0	31.9	27.4	39.0	0.0	0.0	1.7	1.7	22.7	16.7	42.7	3.8	6.7	7.3		
Chaplain Services	31.1	33.8	50.0	6.3	6.2	2.4	1.4	34.3	35.2	47.4	7.9	5.9	2.2	1.4		

Note: NR = Percent of respondents who indicate usage of program but who did not report satisfaction rating.

Table B-11

Spouse use of family programs and MWR services by specific problem areas

PCS Move Problem: Temporary Lodging Expenses					
Percent who use...	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Temporary lodging facilities	57.9	58.3	59.8	55.5	
Relocation assistance	21.3	16.4	14.7	12.4	
Housing office	76.0	74.6	70.2	67.5	
PCS Move Problem: Finding Permanent Housing					
Percent who use...	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Temporary lodging facilities	55.0	55.6	54.6	52.0	
Family support centers	51.2	46.9	45.2	43.7	
Housing office	78.0	75.2	69.8	63.9	
Percent Who Use Spouse Employment Service					
PCS move problem	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Finding civilian employment	55.6	41.4	34.0	27.5	
Attitudes about aspects of current location	Excellent	Good	Fair	Poor	Very Poor
Availability of employment for you	35.2	34.6	34.5	39.1	51.3
Availability of other civilian employment for you/spouse	17.7	24.7	28.6	39.5	51.3
Ever encountered problems in looking for a job at current location	Yes	No			
Lack of jobs that use my training	48.2	32.0			
Employers not looking to hire military spouse	49.1	34.8			
Military leadership not supporting spouse employment	54.5	36.2			
No jobs in acceptable salary range	45.9	33.5			
Lack of necessary skills, training, experience	42.8	37.0			
Available jobs too far away	46.4	34.2			
Percent Who Use Child Care Services at Current Location					
PCS move problem	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Finding child care	51.9	48.9	48.9	40.4	
Ever encountered problems looking for a job at current location	Yes	No			
Child care not available	46.4	38.8			
Quality of child care not acceptable	43.1	40.6			
Child care too expensive	53.9	39.5			
Child care hours not convenient	46.5	39.8			

Table B-12

*Spouse ratings of importance and satisfaction with family programs
and MWR services by specific problem areas*

PCS Move Problem: Temporary Lodging Expenses					
Percent who said important or very important	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Temporary lodging facilities	78.1	75.9	77.6	71.5	
Relocation assistance	47.0	61.0	67.9	71.2	
Housing office	45.3	51.7	61.3	66.6	
PCS Move Problem: Finding Permanent Housing					
Percent who said important or very important	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Relocation assistance	44.7	56.7	67.9	75.1	
Housing office	32.5	50.3	59.6	71.8	
Percent Who Are Satisfied or Very Satisfied with Spouse Employment Service					
PCS move problem	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Finding civilian employment	19.0	38.7	54.1	71.2	
Attitudes about aspects of current location	Excellent	Good	Fair	Poor	Very Poor
Availability of federal employment for you	85.8	71.1	58.7	31.7	17.1
Availability of other civilian employment for you/spouse	65.6	61.0	46.0	31.4	16.8
Ever encountered problems in looking for a job at current location	Yes	No			
Lack of jobs that use my training	29.5	49.5			
Employers not looking to hire military spouse	23.3	46.7			
Military leadership not supporting spouse employment	14.9	45.8			
No jobs in acceptable salary range	26.5	48.9			
Lack of necessary skills, training, experience	34.9	40.6			
Available jobs too far away	29.7	44.3			
Percent Who Are Satisfied with Child Care Services at Current Location					
PCS move problem	Serious problem	Somewhat of a problem	Slight problem	Not a problem	
Finding child care	40.6	60.1	72.9	83.9	
Ever encountered problems looking for a job at current location	Yes	No			
Child care not available	53.0	73.9			
Quality of child care not acceptable	46.0	75.8			
Child care too expensive	59.1	75.2			
Child care hours not convenient	56.9	72.2			

Table B-13

Spouse sources of stress and support

	Service Branch				Pay Grade				
	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E6	E7-E9	O1-O3	O4+
Sources of Stress									
Spouse's hours of work	40.1	35.7	33.4	26.4	35.9	32.7	34.5	35.3	37.1
Spouse's duty	26.7	29.8	23.2	15.7	26.8	23.1	24.9	21.4	29.2
Making friends	18.0	17.9	16.9	17.0	21.5	16.1	16.6	16.6	15.4
Getting settled in new community	24.1	23.2	22.6	23.2	25.7	22.4	22.9	22.1	24.3
Leaving my family	33.7	35.4	33.0	31.5	41.4	33.7	27.9	28.0	22.6
Finding a job	39.3	36.8	36.4	35.0	41.0	37.6	35.4	34.4	29.3
Military separation	50.0	53.5	54.4	33.4	52.4	46.6	44.7	41.1	35.7
Family's ability to handle cost of living	15.2	16.8	17.6	14.2	22.7	15.7	11.9	7.1	7.6
Finding child care	18.3	20.8	17.8	15.2	23.5	18.7	13.2	15.1	12.3
Sources of Support									
Attitude of community	55.8	62.4	56.8	69.9	56.0	60.0	63.2	70.5	74.3
Received packet of materials	56.9	61.4	49.6	66.6	53.5	60.1	62.4	69.7	72.9
Attended an orientation meeting	31.0	24.2	18.5	46.6	32.5	31.2	35.0	38.9	43.2
A spouse or member of unit visited	12.8	9.4	8.1	16.7	13.2	9.4	9.6	20.8	26.8
Someone from military agency visited	4.4	3.1	3.2	5.3	4.9	3.8	4.0	4.6	5.4
Spouses invited me to a party	32.9	22.2	21.0	25.8	20.8	17.9	20.7	60.3	63.2
A sponsor was assigned	29.8	37.1	15.6	67.3	33.9	41.1	48.8	55.0	59.9
How helpful was sponsor (very)	25.2	20.9	25.3	23.9	21.1	21.1	25.8	24.6	34.8
How helpful was spouse (a lot)	74.7	73.3	73.0	75.7	74.3	75.4	74.3	74.5	71.2
How helpful was spouse from unit (a lot)	7.8	9.0	8.0	7.4	9.0	5.1	6.1	14.7	12.8
How helpful was neighbor (a lot)	14.2	15.0	13.6	12.2	12.6	11.9	14.0	17.0	22.2
How helpful was NCO/officer in unit (a lot)	5.1	2.2	3.2	4.6	4.9	3.0	4.0	5.3	6.4
How helpful was assigned sponsor (a lot)	7.1	6.2	6.3	9.9	5.5	6.2	9.7	11.2	14.3

Table B-14
Spouse demographics by Service

	Army	Navy	Air Force	Marine Corps
Gender				
Male	10.2	9.0	12.3	4.6
Female	89.8	91.0	87.7	95.4
Pay Grade				
E1-E4	29.2	20.2	28.2	36.2
E5-E6	36.2	48.1	38.0	36.3
E7-E9	16.1	15.8	12.7	12.4
O1-O3	10.4	8.4	11.8	9.8
O4+	8.1	7.4	9.3	5.2
Race				
White	60.3	70.6	75.6	69.0
Black	25.1	12.7	10.2	15.4
Hispanic	8.1	7.2	6.4	8.7
Other	6.6	9.6	7.9	6.9
Employment				
Employed	49.7	52.0	53.2	51.9
In Armed Forces	5.3	5.6	7.7	3.6
Unemployed	11.8	9.9	7.8	10.7
Not in Labor Force	33.2	32.5	31.3	33.8
Education				
High School (or less)	40.9	42.4	35.4	43.9
Some College	39.3	37.8	41.5	39.8
College Graduate	10.6	12.8	13.9	10.3
College+	9.3	7.0	9.2	6.0
Age				
Less than 25	22.9	21.4	18.4	32.2
25 to 29	23.6	24.5	25.3	28.0
30 to 39	38.7	39.9	42.7	32.2
40+	14.8	14.2	13.6	7.7

Table B-15

Source data for Figures 5.3.35 through 5.3.38

	Proportion of spouses in:						
	Marine			Air Force			
	Army	Navy	Corps	Civilian Job	Armed Forces	Unemployed	Not in Labor Force
	37.00	26.00	7.80	29.00	51.40	10.00	33.00
Family Programs	Percent Users			Percent Users			
Family Support Centers	39.50	23.31	6.41	30.78	50.34	10.49	33.05
Individual counseling/therapy	37.19	26.25	7.36	29.91	50.04	10.54	31.14
Marriage and Family Counseling	37.93	25.84	8.65	27.58	51.82	10.68	29.66
Separation/Deployment	41.28	28.51	9.60	20.61	51.04	10.37	32.42
Chaplain	39.29	21.91	6.76	31.94	49.61	9.19	33.31
Parent Education	43.06	20.64	6.31	29.99	49.93	10.67	31.67
Youth/Adolescent Programs	39.71	19.93	6.43	34.23	54.40	8.49	32.54
Child Care Services	36.02	22.10	7.39	34.48	53.36	6.90	32.27
Financial Counseling	33.77	33.00	10.30	22.93	46.41	13.58	32.96
Single Parent Programs	53.44	19.79	8.57	18.20	45.52	6.99	39.07
Pre-marital Programs	36.05	26.13	10.46	27.36	50.41	4.63	31.83
Families with Special Needs	54.26	16.01	5.45	24.29	46.18	7.97	40.43
Crisis Referral	37.45	34.50	9.22	18.75	45.25	11.84	33.21
Spouse Employment Services	47.05	19.74	6.47	26.74	60.85	15.89	20.83
Spouse/Child Abuse	43.23	28.45	9.04	19.27	49.03	9.48	32.86
Alcohol/Drug Treatment	40.83	30.91	9.68	18.59	51.60	6.63	33.10
Rape Counseling	49.60	23.38	9.56	17.47	46.10	5.37	42.35
Legal Assistance	39.01	21.49	6.71	32.79	52.36	8.28	30.35
Relocation Assistance	36.07	30.79	6.19	26.99	49.07	9.57	35.41
Information and Referral	39.96	28.36	7.14	24.54	58.08	11.45	32.93
Stress Management	43.42	24.71	6.74	25.13	47.77	9.51	29.51
Suicide Prevention	52.27	22.24	7.68	17.81	51.57	6.35	35.24
Transition Assistance	45.68	19.00	5.77	29.55	50.42	10.83	31.26
Housing Office	35.11	23.33	7.82	33.74	49.14	9.59	35.06

Table B-15 (continued)
Source data for Figures 5.3.35 through 5.3.38

	Proportion of spouses in:						
	Marine			Air Force	Armed Forces		Not in Labor Force
	Army	Navy	Corps		Civilian Job	Unemployed	
	37.00	26.00	7.80	29.00	51.40	10.00	33.00
MWR Services	Percent Users						
Bowling Centers	34.30	25.47	7.31	32.92	53.66	8.48	30.55
Golf	28.66	24.70	7.66	38.99	56.78	6.50	27.09
Marinas	25.84	29.61	15.41	29.15	54.43	8.82	29.37
Stables	41.16	24.92	17.67	16.25	54.19	9.72	31.11
Fitness Centers	38.15	22.29	6.93	32.63	54.27	9.33	27.44
Youth Activities	37.87	23.46	6.65	32.02	53.81	8.91	32.22
Libraries	38.80	20.56	7.16	33.48	50.91	9.92	32.45
Arts and Crafts	38.38	20.58	4.93	36.11	51.90	9.25	32.05
Tout and Tickets	32.07	30.47	7.63	29.83	55.05	8.33	29.18
Recreation Gear Issue	29.28	26.01	7.91	36.81	55.70	7.72	28.27
Main Exchange	36.84	25.78	7.58	29.80	51.66	9.73	32.51
7-Day Store	38.30	22.47	7.85	31.39	51.53	9.71	32.22
Clubs	34.10	24.75	7.02	34.13	54.93	8.38	29.21
Temporary Lodging	31.80	23.05	6.66	38.49	50.71	9.57	33.11
Cabin, Cottages, Cabanas	33.85	25.80	12.55	27.81	59.35	6.97	26.60
Laundry/Dry Cleaning	37.78	24.30	7.56	30.36	51.61	9.49	32.06
Photo Hobby Shop	44.17	26.46	6.35	23.02	52.92	10.67	31.05
Auto Repair Center	37.84	25.97	6.86	29.33	53.48	9.60	30.38
Auto Hobby Shop	27.87	27.08	7.23	37.82	52.66	9.56	29.99
Rental/Equipment	33.18	24.46	7.46	34.90	55.17	8.12	29.88
Animal Care Clinic	39.49	18.27	7.46	34.79	55.23	8.08	31.73
Auto/Truck Rental	38.03	26.22	8.35	27.40	53.50	10.14	29.96
Commissary	37.36	25.20	7.58	29.87	51.52	9.84	32.87

APPENDIX C

BACKGROUND TO THE *1992 ACTIVE COMPONENTS SURVEYS:* SURVEY DESIGN AND ADMINISTRATION

APPENDIX C

BACKGROUND TO THE 1992 DoD ACTIVE COMPONENT SURVEYS: SURVEY DESIGN AND ADMINISTRATION

Appendix C contains background information on the survey design and administration of the 1992 DoD Active Component Surveys.

Sample Design – Officers and Enlisted Personnel

The sample frame for the 1992 DoD Active Component Surveys consisted of officers and enlisted personnel serving on active duty who had completed 4 or more months of service at the time of sample selection. The total survey sample of 96,830 members consisted of four separate samples:

- (1) **Longitudinal sample.** This was a sample of 12,000 military personnel who were still in the military in 1992 and participated in the 1985 DoD Active Component Surveys. These members were selected using simple random sampling.
- (2) **Enlisted recruiter sample.** This was a sample of 1,000 recruiters per Service (a total of 4,000) identified as recruiters through their occupational codes. In order to be eligible for the recruiter sample, personnel had to be in the military for 4 months or longer, and could not have been selected for the 1985 surveys.
- (3) **Member sample.** This sample consisted of a stratified probability sample, stratified by Service, of active-duty officers and enlisted personnel with 4 or more months of service, stationed either in the U.S. (CONUS) or overseas (OCONUS), who were not selected for the 1985 surveys and were not identified as recruiters. Approximately 5,000 members were drawn from each of the 16 cells defined by Service, officer/enlisted status, and sex. Some cells did not contain 5,000 members, resulting in a total of 75,346 members selected, rather than the 80,000 (5,000 members x 16 cells) projected.
- (4) **Active Guard/Reserve or Training Administration of Reserves (AGR/TAR) sample.** This sample was similar to that used in the 1986 Reserve Components Survey, and was drawn from the Reserve Components Common Personnel Data System (RCCPDS). It was a stratified random sample consisting of approximately 500 Reserve full-time support AGR/TAR members from each of the 14 cells defined by Reserve Component and officer/enlisted status. As with the member sample, some cells were too small to contribute 500 members to the sample. As a result, this sample yielded 5,484 AGR/TAR members, as opposed to the 7,000 (500 members x 14 cells) originally planned.

Sample Design – Spouses

The sample for the *1992 Survey of Military Spouses* consisted of a census of spouses of officers and enlisted personnel selected to participate in the *1992 DoD Active Component Surveys*. After the member was selected, his or her Social Security number was matched to the Defense Enrollment Eligibility Reporting System (DEERS) file marital status variable. DEERS contained information concerning eligibility for military medical benefits. DEERS provided the most current and most frequently updated information on marital status. If DEERS indicated a member was married, the member's spouse was selected for the *1992 Survey of Military Spouses*. Since the spouse sample was designed to be a census of spouses of selected officers and enlisted personnel, the number of spouses in each of the four samples was determined by the number of married military members in each. Each selected spouse was assigned to one of the four spouse samples, based on the relevant sample of the member to whom he or she was married. This assignment was used in constructing weights for the final datasets. The four samples are summarized below.

- (1) **Longitudinal sample.** This sample consisted of military personnel still in the military who participated in the *1985 DoD Active Component Surveys*. A total of 10,202 spouses were assigned to this sample.
- (2) **Enlisted recruiter sample.** Enlisted recruiters were enlisted personnel identified as recruiters through their occupational codes who had been in the military for 4 months or longer and had not been selected for the 1985 surveys. A total of 3,448 spouses were assigned to this sample.
- (3) **Member sample.** This was a sample, stratified by Service, of active-duty officers and enlisted personnel with 4 or more months of service, stationed either in the U.S. (CONUS) or overseas (OCONUS), who were not selected for the 1985 surveys and were not identified as recruiters. A total of 46,511 spouses were assigned to this sample.
- (4) **Active Guard/Reserve or Training Administration of Reserves (AGR/TAR) sample.** This was a simple random sample of Reserve full-time support AGR/TAR members from each of the 14 cells defined by Reserve Component and officer/enlisted status, similar to that used in the *1986 DoD Reserve Components Survey*, and drawn from the RCCPDS. A total of 4,482 spouses were assigned to the AGR/TAR sample.

Questionnaire Design

The data requirements for the *1992 DoD Active Component Surveys* reflect interest in family issues, experiences during Operations Desert Shield and Desert Storm, and other issues related to personnel management. The initial design team included representatives from each of the active Services, representatives from the Office of the Assistant Secretary of Defense (Force Management and Personnel) (OASD (FM&P)), and researchers familiar with previous Department of Defense surveys, particularly the *1985 DoD Active Component Surveys*. After the general content of the questionnaires was agreed upon, the Defense Manpower Data Center (DMDC) prepared draft questionnaires, paying particular attention to the issue of comparability with the *1985 DoD Active Component Surveys*. The draft questionnaires were reviewed by the initial design team and were pretested September 17-18, 1991, at an Army post and an Air Force base in San Antonio, Texas.

Questionnaire Contents - Members. Separate survey instruments were developed for officers and enlisted personnel: the *1992 Survey of Officers* and the *1992 Survey of Enlisted Personnel*. The two instruments are nearly identical, differing mainly in terminology and in some items specific to officers or enlisted personnel. There are nine sections to the officer survey and the enlisted survey:

- I. **Military Information.** This section collects basic data on Service, pay grade, years of service remaining, and deployment for Operations Desert Shield/Desert Storm.
- II. **Present and Past Locations.** This section includes questions on time in present duty assignment, details about the respondent's last Permanent Change of Station (PCS) move, and perceptions about their current permanent location.
- III. **Career Intent (Reenlistment/Career Intent in the Enlisted Survey).** The purpose of this section is to determine the respondent's intention to remain in the military. It asks about expected final years of service and pay grade, plans after leaving the military, promotion expectations, probability of remaining in the military, and spouse attitude.
- IV. **Individual and Family Characteristics.** Questions in this section focus on basic demographics, such as age, racial/ethnic background, education, marital status, and spouse characteristics.
- V. **Dependents.** Like Section IV, this section asks basic demographic questions, focusing on children and other dependents.
- VI. **Military Compensation, Benefits, and Programs.** This section asks about benefits received by the respondent, and perceived importance of various services and programs.

- VII. **Civilian Labor Force Experience.** This part is composed of two subsections. The first subsection, Your Own Experience, asks about paid and volunteer work performed by the respondent during his/her off-duty hours, and intent to look for a civilian job. The second subsection, Your Spouse's Experience, asks about the respondent's spouse's employment status.
- VIII. **Family Resources.** This section focuses on non-employment income, and total debts and assets.
- IX. **Military Life.** The final section asks about the respondent's attitudes toward and satisfaction with the military, and demands placed on the respondent by his/her military job.

Questionnaire Contents - Spouses. The survey instrument for the *1992 Survey of Military Spouses* covers many of the same content areas as do those developed for officers and enlisted personnel. However, the organization and focus of the questions for the *1992 Survey of Military Spouses* differs from both the *1992 Survey of Officers* and the *1992 Survey of Enlisted Personnel* survey instruments. There are eight sections in the *1992 Survey of Military Spouses* questionnaire:

- I. **The Military Way of Life.** This section collects information and opinions about military life, including current location, family separation due to spouse responsibilities, and problems associated with moving due to permanent changes in station.
- II. **Family Military Experience.** This section asks about the spouse's military history and measures the spouse's support of the member's military service.
- III. **Operations Desert Shield/Desert Storm.** Questions in this section focus on the effect of Operations Desert Shield/Desert Storm on the spouse and family. The section asks what experiences the spouse had with support programs, supportiveness of family, friends, and the military, and what problems resulted from the member's participation in Operations Desert Shield/Desert Storm.
- IV. **Family Programs and Services.** This section asks questions about specific family programs and services, including the spouse's experiences upon arriving at the member's current assignment, use and importance of specific programs, and use of day care services, if applicable.
- V. **Background.** This section asks basic demographic questions, such as gender, age, race/ethnic background, and education.
- VI. **Dependents.** This section asks further demographic questions, focusing on children and other dependents.

- VII. Work Experience.** Questions in this section focus on the spouse's work status, the interaction between the spouse's job and the member's military responsibilities, and volunteer work performed by the spouse.
- VIII. Military Way of Life.** The final section asks about the respondent's attitudes toward and satisfaction with the military, and demands placed on the respondent by his or her spouse's military job.

Survey Administration

Members. The total sample of 96,827 members was first aggregated by unit.¹ Any unit with more than one member selected for the *1992 DoD Active Component Surveys* was sent a pre-notification letter, advising the unit commander of the survey, and requesting that a point-of-contact (POC) be appointed to receive and distribute the surveys. Initial survey mailing occurred in May 1992. Where only one member from a unit was selected to participate in the survey, the member was sent the survey package directly. This resulted in survey packages being sent to 10,973 units and 6,567 individuals, for a total of 17,540 duty locations.

Nonresponding units were sent three follow-up letters in June 1992. The first letter notified the POC of the nonresponding unit that DMDC had not received the survey checklist. The second letter told the POC that the roster of survey participants had not been received, and the third letter was a notification that the surveys had not been returned to DMDC. A second wave of questionnaires was mailed out directly to nonrespondents at their unit address, without going through the POC, in August 1992. Data collection was closed October 16, 1992.

Spouses. Matching the sampled member with DEERS data resulted in a sample of 64,652 spouses.² Selected spouses were then mailed a survey package to their homes in April 1992. The member's unit was also sent a roster of sampled members. The unit point of contact (POC) indicated each member's marital status. If the POC indicated that the member was not married, the spouse was removed from the sample. If the POC indicated that the member was married, nonresponding spouses were sent a follow-up questionnaire to the member's home address.

¹Three members were lost from the sample between sampling and survey administration.

²Nine spouses were lost from the sample between sampling and survey administration.

Response Rates

Members. The initial sample selected for the *1992 DoD Active Component Surveys* consisted of 40,812 officers and 56,015 enlisted personnel, for a total of 96,827 members. According to information provided on the rosters by POCs, a total of 6,440 individuals (2,160 officers and 4,280 enlisted) who had been selected for the sample had separated from the military by the time the survey was administered. This reduced the number of eligible members to 90,387 members (38,652 officers and 51,739 enlisted).

When data collection closed in October 1992, a total of 59,930 completed surveys (27,684 officers and 32,246 enlisted) had been received. Response rates were calculated based on the number of completed returns and the number of eligible members. This resulted in adjusted response rates of 71.6 percent for officers, 62.3 percent for enlisted personnel, and 66.3 percent overall. Response rates by sex were 66.6 percent for males and 65.9 percent for females. Response rates for the Services, in descending order, were: Air Force (72.2%); Navy (71.0%); Army (62.9%); and Marine Corps (62.4%). These response rates, while generally lower than those obtained in the *1985 DoD Active Component Surveys*, do attest to the generally high level of participation achieved and, therefore, the quality of the data collected.

Spouses. The initial sample selected for the *1992 Survey of Military Spouses* consisted of 64,652 spouses. A total of 4,703 individuals were spouses of members who had been selected for the sample but had separated from the military by the time the survey was administered. This reduced the number of eligible spouses to 59,949 individuals.

When data collection closed in October 1992 a total of 24,165 completed surveys by spouses had been received. Response rates were calculated based on the number of completed returns and the number of eligible spouses. This resulted in a 40.3 percent response rate, with response rates of 51.1 percent for spouses of officers, and 31.6 percent for spouses of enlisted personnel. Response rates by sex were 51.0 percent for female spouses and 21.3 percent for male spouses. Response rates for the Services, in descending order, were: Navy (43.9%); Air Force (42.6%); Marine Corps (40.5%); and Army (34.9%).

APPENDIX D

SATISFACTION WITH SELECTED ASPECTS OF MILITARY LIFE: REGRESSION MODELS

APPENDIX D

SATISFACTION WITH SELECTED ASPECTS OF MILITARY LIFE: REGRESSION MODELS

This appendix contains the coefficients, p-values, and R^2 s for all the regression models that were run for Section 5.4 of this report. The main objective of these models is to determine whether sets of the program evaluation variables (MWR service use, rating of importance of MWR services, family program use, and satisfaction with family programs) help explain the variance in satisfaction with different aspects of the military for both members and spouses. These models are exploratory only. Models that were primarily intended to predict satisfaction with the military may not include the program evaluation variables, in addition, such models may include other variables.

For each of the seven outcomes, six models are estimated. First is a baseline model that contains selected background variables and a small set of variables that measure stresses the respondent might face or supports that he or she might be able to use. Categorical variables that indicate Service, pay grade, marital status (in member models only), spouse employment, and custody of minor children, are entered as dummy variables. In order to estimate the models, one of the categories must be omitted for each variable. The omitted categories form the contrast groups. The omitted categories are: Army members, members in pay grades E1-E4, non-married members, spouses who are in the labor force or looking for work, and families or individuals without custody of minor children. The stress and support variables are generally ordinal or linear and are entered as linear terms.

The remaining models estimated for each outcome consist of the baseline model (background and stress/support variables) plus one of the following sets of variables:

- Four MWR scales (first described in Section 5.1). These scales are a count of the number of MWR services within four broad types that a respondent has used at his/her current permanent duty location. The four types are: recreation services, hobby-related services, rentals, and shopping services. The scales range from 0 to 5.
- Use of the 23 MWR services. Each service is entered into the model as a dummy variable; 1 indicates the service has been used and 0 indicates all other responses.
- Ratings of importance of the 23 MWR services. Each service is entered into the model as a dummy variable; 1 indicates the respondent rates the service as important or very important, and 0 indicates all other responses.

- Use of the 24 family programs. Each program is entered into the model as a dummy variable; 1 indicates the program has been used and 0 indicates all other responses.
- Ratings of satisfaction with the 24 family programs. Each program is entered into the model as a dummy variable; 1 indicates the respondent is satisfied or very satisfied with the program, and 0 indicates all other responses. The value of 0 includes respondents who have not used the program as well as those who are not satisfied with the programs.

The coefficients for the categorical variables indicate the size and direction of the variable's influence on the dependent variable relative to the omitted category. For example, In Table D-1, the negative coefficients on the three Service variables indicate that relative to members in the Army, members in the Air Force, Marine Corps, and Navy are more satisfied with their current jobs (that is, they are more likely to give responses at the lower end of the 1-5 range of the dependent variable where 1=very satisfied and 5=very dissatisfied). The coefficients on the linear variables also indicate the direction and size of those variables' influence on the dependent variable for each unit increase in the predictor variable. Positive values indicate that both the dependent and the independent variables tend to change in the same direction (as the independent increases in value, so does the dependent). Negative values indicate that they change in opposite directions (as the independent increases, the dependent decreases). To know how to interpret the signs of the coefficients, it is necessary to know the meaning of the low and high values for each variable.

Table D-1

*In general, how satisfied are you with your current job?**Very satisfied (1) to very dissatisfied (5)*

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	3.888	0.0000	4.116	0.0000
Background Variables				
Navy	-0.092	0.0029	-0.102	0.0011
Marine Corps	-0.137	0.0004	-0.122	0.0008
Air Force	-0.198	0.0001	-0.179	0.0001
Married	-0.118	0.0006	-0.113	0.0005
Minor Custody	-0.061	0.0045	-0.064	0.0041
Spouse Employment	-0.009	0.0021	0.000	0.5622
E5-E6	-0.275	0.0007	-0.255	0.0006
E7 - E9	-0.467	0.0001	-0.451	0.0001
O1 - O3	-0.603	0.0001	-0.584	0.0001
O4+	-0.661	0.0001	-0.650	0.0001
Stress/Support Variables				
Stress from Job ¹			-0.317	0.0000
Likelihood of Finding a Civilian Job ²			0.006	0.0088
MWR Scales				
Recreation			-0.026	0.0004
Hobbies			-0.014	0.0037
Rentals			-0.028	0.0027
Shops			-0.033	0.0003
R²	0.1696		0.1750	

¹ Stress from job: 1 = a great deal of stress, 5 = no stress.² Likelihood of finding a civilian job: 1 = no chance, 11 = certain.

Table D-1 (continued)

*In general, how satisfied are you with your current job?**Very satisfied (1) to very dissatisfied (5)*

	Use of MWR Services ³		MWR Importance ⁴	
	Model 3	p value	Model 4	p value
Intercept	4.038	0.0000	4.174	0.0000
Background Variables				
Navy	-0.083	0.0017	-0.088	0.0020
Marine Corps	-0.106	0.0017	-0.119	0.0005
Air Force	-0.163	0.0001	-0.181	0.0000
Married	-0.127	0.0004	-0.127	0.0007
Minor Custody	-0.045	0.0051	-0.059	0.0048
Spouse Employment	0.004	0.0339	-0.005	0.0125
E5-E6	-0.252	0.0008	-0.266	0.0008
E7 - E9	-0.433	0.0001	-0.454	0.0000
O1 - O3	-0.554	0.0001	-0.573	0.0001
O4+	-0.617	0.0001	-0.648	0.0001
Stress/Support Variables				
Stress from Job	-0.317	0.0000	-0.318	0.0000
Likelihood of Finding a Civilian Job	0.006	0.0127	0.004	0.0255
MWR Services				
Bowling	0.014	0.0073	-0.107	0.0022
Golf	-0.018	0.0145	-0.006	0.0708
Marinas	-0.095	0.0002	-0.054	0.0017
Stables	0.027	0.0254	0.062	0.0006
Fitness	-0.023	0.0064	-0.014	0.0347
Youth Activities	-0.065	0.0067	-0.018	0.0426
Libraries	0.014	0.0010	0.022	0.0061
Arts and Crafts	-0.033	0.0050	0.013	0.0398
Tours and Tickets	-0.008	0.2527	-0.005	0.0440
Recreation Gear	-0.066	0.0008	-0.058	0.0007
Main Exchange	0.087	0.0091	-0.118	0.0000
7-Day Store	-0.035	0.0054	-0.008	0.0891
Clubs	-0.120	0.0003	-0.110	0.0004
Temporary Lodging	-0.006	0.4672	-0.018	0.1045
Cabins, Cottages and Cabanas	-0.002	0.7793	-0.005	0.2801
Laundry/Dry Cleaning	0.016	0.0298	0.007	0.3191
Photo Hobby	-0.002	0.4270	0.011	0.1204
Auto Repair	-0.081	0.0010	-0.007	0.1864
Auto Hobby	0.017	0.0440	-0.017	0.0540
Rentals/Equipment	0.003	0.2132	-0.005	0.0892
Animal Care Clinics	0.004	0.4134	0.016	0.0944
Auto/Truck Rental	-0.001	0.7531	0.009	0.0041
Commissary	-0.069	0.0012	-0.047	0.0001
R ²	0.1788		0.1826	

³ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁴ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-1 (continued)

*In general, how satisfied are you with your current job?**Very satisfied (1) to very dissatisfied (5)*

	Family Program Use ⁵		Family Program Satisfaction ⁶	
	Model 5	p value	Model 6	p value
Intercept	3.944	0.0000	3.949	0.0000
Background Variables				
Navy	-0.100	0.0022	-0.108	0.0024
Marine Corps	-0.147	0.0004	-0.155	0.0002
Air Force	-0.187	0.0002	-0.185	0.0001
Married	-0.092	0.0015	-0.077	0.0004
Minor Custody	-0.033	0.0220	-0.021	0.0346
Spouse Employment	-0.008	0.0018	-0.004	0.0149
E5-E6	-0.271	0.0006	-0.256	0.0006
E7-E9	-0.478	0.0001	-0.453	0.0001
O1-O3	-0.583	0.0001	-0.568	0.0001
O4+	-0.665	0.0001	-0.654	0.0001
Stress/Support Variables				
Stress From Job	-0.320	0.0000	-0.317	0.0000
Likelihood of Finding a Civilian Job	0.005	0.0137	0.006	0.0105
Family Support Programs				
Family Support	-0.031	0.0007	-0.018	0.0315
Individual Counseling	0.074	0.0050	0.061	0.0113
Marriage Counseling	-0.010	0.1590	-0.022	0.0416
Separation/Deployment	0.005	0.1028	-0.031	0.0149
Chaplain	-0.115	0.0008	-0.124	0.0007
Parent Education	-0.034	0.0513	-0.020	0.1580
Youth/Adolescent Programs	-0.053	0.0139	-0.072	0.0157
Child Care	-0.026	0.0355	-0.042	0.0151
Financial Counseling	-0.047	0.0054	-0.085	0.0034
Single-Parent Programs	-0.022	0.1524	0.046	0.2198
Pre-marital Programs	-0.826	0.0018	-0.099	0.0051
Families with Special Needs	0.038	0.0694	0.063	0.0808
Crisis Referral	-0.076	0.0537	-0.107	0.0760
Spouse Employment	-0.011	0.1567	-0.095	0.0024
Spouse/Child Abuse Services	0.170	0.0021	0.231	0.0037
Alcohol/Drug Treatment	-0.033	0.0384	-0.109	0.0046
Rape Counseling	-0.159	0.0028	-0.099	0.0277
Legal Assistance	-0.041	0.0008	-0.059	0.0015
Relocation Assistance	0.008	0.1780	-0.039	0.0061
Information and Referral	-0.045	0.0089	-0.024	0.0106
Stress Management	-0.038	0.0676	-0.127	0.0032
Suicide Prevention	0.013	0.0067	0.030	0.0007
Transition Assistance	0.210	0.0004	0.156	0.0010
Housing Office	-0.031	0.0177	-0.136	0.0002
R ²	0.1770		0.1827	

⁵ Family program use items were recoded so that 1 = used and 0 = all other responses.⁶ Family program satisfaction items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-2

In general, how satisfied are you with your working environment/conditions?

Very satisfied (1) to very dissatisfied (5)

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	2.393	0.0000	2.473	0.0000
Background Variables				
Navy	-0.033	0.0089	-0.030	0.0085
Marine Corps	-0.129	0.0003	-0.122	0.0004
Air Force	-0.062	0.0040	-0.047	0.0080
Married	0.059	0.0029	0.056	0.0025
Minor Custody	-0.041	0.0052	-0.038	0.0064
Spouse Employment	-0.024	0.0034	-0.015	0.0088
E5-E6	-0.082	0.0026	-0.065	0.0050
E7 - E9	-0.219	0.0003	-0.207	0.0003
O1 - O3	-0.199	0.0001	-0.185	0.0001
O4+	-0.230	0.0000	-0.223	0.0000
Stress/Support Variables				
Likelihood of Finding a Civilian Job ¹	-0.001	0.0720	0.000	0.4016
Attitude of Local Community ²	0.112	0.0001	0.110	0.0001
Concern: Long-Term Opportunities ³	0.060	0.0001	0.057	0.0001
MWR Scales				
Recreation			-0.011	0.0144
Hobbies			-0.019	0.0019
Rentals			-0.028	0.0020
Shops			0.004	0.0658
R ²	0.0467		0.0500	

¹ Likelihood of finding a civilian job: 1 = no chance, 11 = certain.

² Attitude of local community: 1 = excellent, 5 = poor.

³ Concern: Long-term opportunities: 1 = very greatly concerned, 5 = not concerned.

Table D-2 (continued)

*In general, how satisfied are you with your working environment/conditions?**Very satisfied (1) to very dissatisfied (5)*

	Use of MWR Services ⁴		MWR Importance ⁵	
	Model 3	p value	Model 4	p value
Intercept	2.467	0.0000	2.623	0.0000
Background Variables				
Navy	-0.028	0.0117	-0.030	0.0090
Marine Corps	-0.108	0.0009	-0.117	0.0004
Air Force	-0.048	0.0067	-0.051	0.0062
Married	0.042	0.0068	0.045	0.0050
Minor Custody	-0.028	0.0138	-0.043	0.0060
Spouse Employment	-0.013	0.0106	-0.020	0.0042
E5-E6	-0.070	0.0033	-0.085	0.0030
E7 - E9	-0.197	0.0004	-0.213	0.0003
O1 - O3	-0.170	0.0001	-0.185	0.0002
O4+	-0.199	0.0000	-0.223	0.0001
Stress/Support Variables				
Likelihood of Finding a Civilian Job	-0.001	0.1872	-0.001	0.0611
Attitude of Local Community	0.111	0.0001	0.109	0.0001
Concern: Long-Term Opportunities	0.055	0.0002	0.052	0.0002
MWR Services				
Bowling	0.034	0.0010	-0.081	0.0010
Golf	-0.029	0.0007	-0.018	0.0032
Marinas	-0.028	0.0013	0.007	0.0420
Stables	0.034	0.0214	0.066	0.0004
Fitness	-0.037	0.0030	-0.038	0.0030
Youth Activities	-0.067	0.0027	-0.018	0.0100
Libraries	-0.009	0.0436	0.027	0.0093
Arts and Crafts	-0.005	0.1172	0.039	0.0012
Tours and Tickets	-0.016	0.0402	0.001	0.4489
Recreation Gear	-0.080	0.0009	-0.077	0.0004
Main Exchange	0.073	0.0064	-0.105	0.0014
7-Day Store	-0.026	0.0294	-0.014	0.0387
Clubs	-0.057	0.0013	-0.069	0.0000
Temporary Lodging	0.006	0.1353	-0.025	0.0034
Cabins, Cottages and Cabanas	-0.036	0.0047	0.009	0.0495
Laundry/Dry Cleaning	0.007	0.0098	-0.011	0.0247
Photo Hobby	-0.085	0.0024	-0.046	0.0007
Auto Repair	-0.014	0.0178	0.023	0.0396
Auto Hobby	0.005	0.0098	-0.005	0.2024
Rentals/Equipment	0.032	0.0139	0.022	0.0141
Animal Care Clinics	-0.002	0.2598	-0.018	0.0089
Auto/Truck Rental	-0.002	0.3031	0.041	0.0087
Commissary	0.003	0.3345	0.005	0.3171
R ²	0.0533		0.0561	

⁴ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁵ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-2 (continued)

*In general, how satisfied are you with your working environment/conditions?**Very satisfied (1) to very dissatisfied (5)*

	Family Program Use ⁶		Family Program Satisfaction ⁷	
	Model 5	p value	Model 6	p value
Intercept	2.403	0.0000	2.460	0.0000
Background Variables				
Navy	-0.030	0.0132	-0.047	0.0046
Marine Corps	-0.127	0.0005	-0.143	0.0003
Air Force	-0.057	0.0048	-0.054	0.0055
Married	0.063	0.0023	0.094	0.0013
Minor Custody	-0.032	0.0084	-0.004	0.2787
Spouse Employment	-0.025	0.0027	-0.016	0.0127
E5-E6	-0.090	0.0016	-0.069	0.0028
E7-E9	-0.234	0.0003	-0.209	0.0004
O1-O3	-0.191	0.0001	-0.173	0.0001
O4+	-0.234	0.0000	-0.234	0.0000
Stress/Support Variables				
Likelihood of Finding a Civilian Job	-0.001	0.1050	0.000	0.6686
Attitude of Local Community	0.113	0.0001	0.108	0.0001
Concern: Long-Term Opportunities	0.057	0.0001	0.053	0.0001
Family Support Programs				
Family Support	0.002	0.5179	-0.002	0.4353
Individual Counseling	0.086	0.0010	0.052	0.0046
Marriage Counseling	-0.037	0.0032	-0.035	0.0016
Separation/Deployment	0.045	0.0039	0.026	0.0216
Chaplain	-0.070	0.0008	-0.067	0.0054
Parent Education	-0.089	0.0002	-0.026	0.0316
Youth/Adolescent Programs	-0.014	0.0093	-0.010	0.0083
Child Care	-0.021	0.0151	-0.096	0.0002
Financial Counseling	-0.054	0.0081	-0.045	0.0114
Single-Parent Programs	0.028	0.1219	0.088	0.0127
Pre-marital Programs	-0.005	0.5096	-0.035	0.0679
Families with Special Needs	-0.003	0.8872	-0.033	0.2378
Crisis Referral	0.096	0.0324	0.028	0.4224
Spouse Employment	0.019	0.0139	-0.124	0.0006
Spouse/Child Abuse Services	0.055	0.0151	0.077	0.0039
Alcohol/Drug Treatment	0.021	0.0025	-0.024	0.0100
Rape Counseling	-0.336	0.0002	-0.140	0.0009
Legal Assistance	0.015	0.0307	-0.025	0.0083
Relocation Assistance	0.014	0.1260	-0.022	0.0824
Information and Referral	-0.009	0.0586	-0.030	0.0049
Stress Management	0.041	0.0131	-0.007	0.2008
Suicide Prevention	-0.038	0.0810	-0.161	0.0083
Transition Assistance	0.096	0.0035	0.075	0.0108
Housing Office	-0.019	0.0016	-0.155	0.0001
R ²	0.0504		0.0582	

⁶ Family program use items were recoded so that 1 = used and 0 = all other responses.⁷ Family program satisfaction items were recoded so that 1 = satisfied or very satisfied and 0 = all other responses.

Table D-3

In general, how satisfied are you with the environment for families?

Very satisfied (1) to very dissatisfied (5)

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	2.568	0.0000	2.659	0.0000
Background Variables				
Navy	0.048	0.0024	0.045	0.0005
Marine Corps	0.012	0.1035	0.013	0.0557
Air Force	-0.066	0.0013	-0.055	0.0018
Married	-0.110	0.0006	-0.112	0.0005
Minor Custody	-0.129	0.0006	-0.125	0.0006
Spouse Employment	-0.062	0.0013	-0.055	0.0021
E5-E6	-0.083	0.0003	-0.072	0.0007
E7 - E9	-0.164	0.0000	-0.158	0.0000
O1 - O3	-0.182	0.0003	-0.178	0.0002
O4+	-0.240	0.0000	-0.238	0.0000
Stress/Support Variables				
Attitude of Local Community ¹	0.130	0.0000	0.128	0.0000
Spouse Adjustment Problems ²	0.477	0.0000	0.483	0.0001
Child Adjustment Problems ³	0.215	0.0005	0.211	0.0005
MWR Scales				
Recreation			0.000	0.7100
Hobbies			-0.021	0.0029
Rentals			-0.020	0.0010
Shops			-0.006	0.0149
R ²	0.1196		0.1228	

¹ Attitude of local community: 1 = excellent, 5 = poor.

² Spouse adjustment problems: 1 = spouse experienced serious problem or somewhat of a problem,
0 = all other responses

³ Child adjustment problems: 1 = child experienced serious problem or somewhat of a problem,
0 = all other responses.

Table D-3 (continued)

*In general, how satisfied are you with the environment for families?**Very satisfied (1) to very dissatisfied (5)*

	Use of MWR Services ⁴		MWR Importance ⁵	
	Model 3	p value	Model 4	p value
Intercept	2.559	0.0000	2.703	0.0000
Background Variables				
Navy	0.041	0.0010	0.045	0.0011
Marine Corps	0.008	0.1496	0.014	0.0632
Air Force	-0.069	0.0012	-0.076	0.0011
Married	-0.115	0.0002	-0.119	0.0006
Minor Custody	-0.097	0.0010	-0.115	0.0008
Spouse Employment	-0.056	0.0023	-0.059	0.0016
E5-E6	-0.071	0.0003	-0.086	0.0006
E7 - E9	-0.142	0.0000	-0.162	0.0000
O1 - O3	-0.173	0.0003	-0.180	0.0004
O4+	-0.226	0.0000	-0.242	0.0001
Stress/Support Variables				
Attitude of Local Community	0.131	0.0000	0.129	0.0000
Spouse Adjustment Problems	0.472	0.0001	0.475	0.0001
Child Adjustment Problems	0.238	0.0004	0.219	0.0004
MWR Services				
Bowling	-0.011	0.0113	-0.047	0.0016
Golf	0.053	0.0035	0.001	0.7004
Marinas	-0.041	0.0010	-0.020	0.0096
Stables	0.027	0.0028	0.089	0.0003
Fitness	-0.008	0.1527	-0.017	0.0449
Youth Activities	-0.131	0.0004	-0.095	0.0003
Libraries	0.022	0.0134	0.034	0.0098
Arts and Crafts	-0.020	0.0066	0.048	0.0022
Tours and Tickets	0.019	0.0155	0.023	0.0164
Recreation Gear	-0.041	0.0003	-0.002	0.6161
Main Exchange	0.070	0.0267	-0.075	0.0091
7-Day Store	0.029	0.0092	0.022	0.0056
Clubs	-0.043	0.0011	-0.061	0.0001
Temporary Lodging	-0.029	0.0023	0.004	0.1780
Cabins, Cottages and Cabanas	-0.037	0.0027	0.002	0.1082
Laundry/Dry Cleaning	-0.013	0.0095	-0.041	0.0101
Photo Hobby	-0.069	0.0039	-0.068	0.0006
Auto Repair	-0.050	0.0033	-0.040	0.0033
Auto Hobby	0.057	0.0010	0.048	0.0003
Rentals/Equipment	-0.001	0.6868	-0.006	0.3004
Animal Care Clinics	-0.023	0.0020	0.001	0.6991
Auto/Truck Rental	0.025	0.0039	0.001	0.5754
Commissary	-0.008	0.2441	-0.010	0.2596
R ²	0.1292		0.1288	

⁴ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁵ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-3 (continued)

*In general, how satisfied are you with the environment for families?**Very satisfied (1) to very dissatisfied (5)*

	Family Program Use ⁶		Family Program Satisfaction ⁷	
	Model 5	p value	Model 6	p value
Intercept	2.573	0.0000	2.624	0.0000
Background Variables				
Navy	0.044	0.0031	0.028	0.0047
Marine Corps	0.007	0.2325	-0.009	0.1582
Air Force	-0.061	0.0014	-0.056	0.0016
Married	-0.113	0.0003	-0.074	0.0005
Minor Custody	-0.099	0.0007	-0.074	0.0014
Spouse Employment	-0.060	0.0021	-0.055	0.0038
E5-E6	-0.082	0.0002	-0.059	0.0008
E7-E9	-0.169	0.0002	-0.143	0.0002
O1-O3	-0.176	0.0003	-0.150	0.0004
O4+	-0.243	0.0000	-0.238	0.0001
Stress/Support Variables				
Attitude of Local Community	0.130	0.0000	0.125	0.0000
Spouse Adjustment Problems	0.472	0.0000	0.473	0.0001
Child Adjustment Problems	0.216	0.0005	0.209	0.0006
Family Support Programs				
Family Support	-0.053	0.0029	-0.042	0.0059
Individual Counseling	0.123	0.0002	0.093	0.0010
Marriage Counseling	-0.024	0.0066	-0.048	0.0011
Separation/Deployment	-0.008	0.0137	-0.014	0.0038
Chaplain	-0.037	0.0061	-0.044	0.0041
Parent Education	-0.122	0.0019	-0.074	0.0049
Youth/Adolescent Programs	-0.074	0.0002	-0.087	0.0004
Child Care	-0.055	0.0099	-0.100	0.0027
Financial Counseling	-0.027	0.0154	-0.041	0.0108
Single-Parent Programs	-0.079	0.0067	-0.114	0.0006
Pre-marital Programs	-0.017	0.0502	-0.001	0.8824
Families with Special Needs	0.060	0.0132	0.026	0.1986
Crisis Referral	0.246	0.0010	0.303	0.0016
Spouse Employment	0.046	0.0048	-0.103	0.0012
Spouse/Child Abuse Services	-0.030	0.0090	0.009	0.4263
Alcohol/Drug Treatment	0.020	0.0402	-0.010	0.1834
Rape Counseling	-0.317	0.0009	-0.205	0.0058
Legal Assistance	0.018	0.0023	-0.007	0.0846
Relocation Assistance	0.080	0.0031	0.029	0.0159
Information and Referral	-0.047	0.0007	-0.040	0.0026
Stress Management	-0.069	0.0023	-0.100	0.0031
Suicide Prevention	0.050	0.0054	0.018	0.2093
Transition Assistance	0.065	0.0007	0.037	0.0010
Housing Office	0.000	0.5906	-0.173	0.0001
R ²	0.1272		0.1387	

⁶ Family program use items were recoded so that 1 = used and 0 = all other responses.⁷ Family program satisfaction items were recoded so that 1 = satisfied or very satisfied and 0 = all other responses.

Table D-4

*In general, how satisfied are you with military life?**Very dissatisfied (1) to very satisfied (7)*

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	5.200	0.0000	4.849	0.0000
Background Variables				
Navy	-0.027	0.0707	-0.010	0.3174
Marine Corps	0.142	0.0005	0.128	0.0005
Air Force	0.179	0.0005	0.167	0.0006
Married	0.041	0.0776	0.040	0.0816
Minor Custody	-0.042	0.0120	-0.033	0.0268
Spouse Employment	0.048	0.0320	0.034	0.0506
E5-E6	0.373	0.0003	0.350	0.0003
E7 - E9	0.792	0.0001	0.774	0.0001
O1 - O3	0.794	0.0000	0.784	0.0000
O4+	1.048	0.0000	1.045	0.0000
Stress/Support Variables				
Likelihood of Finding a Civilian Job ¹	-0.011	0.0011	-0.012	0.0005
Attitude of Local Community ²	-0.175	0.0002	-0.172	0.0002
Concern: Long-Term Opportunities ³	-0.215	0.0000	-0.212	0.0000
MWR Scales				
Recreation			0.039	0.0049
Hobbies			-0.005	0.0932
Rentals			0.016	0.0045
Shops			0.067	0.0001
R ²	0.1373		0.1410	

¹ Likelihood of finding a civilian job: 1 = no chance, 11 = certain.² Attitude of local community: 1 = excellent, 5 = poor.³ Concern: Long-term opportunities: 1 = very greatly concerned, 5 = not concerned.

Table D-4 (continued)

*In general, how satisfied are you with military life?**Very dissatisfied (1) to very satisfied (7)*

	Use of MWR Services ⁴		MWR Importance ⁵	
	Model 3	p value	Model 4	p value
Intercept	4.845	0.0000	4.642	0.0000
Background Variables				
Navy	-0.019	0.1160	-0.021	0.1279
Marine Corps	0.120	0.0011	0.130	0.0013
Air Force	0.172	0.0007	0.162	0.0010
Married	0.088	0.0152	0.173	0.0265
Minor Custody	-0.046	0.0102	-0.025	0.0447
Spouse Employment	0.025	0.1015	0.037	0.0487
E5-E6	0.378	0.0002	0.388	0.0003
E7 - E9	0.790	0.0001	0.787	0.0001
O1 - O3	0.766	0.0000	0.754	0.0001
O4+	1.017	0.0000	1.014	0.0000
Stress/Support Variables				
Likelihood of Finding a Civilian Job	-0.012	0.0011	-0.010	0.0008
Attitude of Local Community	-0.173	0.0002	-0.168	0.0002
Concern: Long-Term Opportunities	-0.208	0.0000	-0.202	0.0000
MWR Services				
Bowling	-0.007	0.2070	0.109	0.0015
Golf	0.014	0.0376	0.061	0.0070
Marinas	0.043	0.0057	0.016	0.0079
Stables	0.004	0.6104	-0.096	0.0014
Fitness	0.116	0.0003	0.126	0.0044
Youth Activities	0.062	0.0013	0.003	0.0588
Libraries	0.014	0.0930	-0.005	0.0999
Arts and Crafts	-0.017	0.0624	-0.044	0.0107
Tours and Tickets	0.007	0.5117	-0.016	0.0005
Recreation Gear	0.065	0.0039	0.083	0.0020
Main Exchange	-0.045	0.0060	0.299	0.0012
7-Day Store	0.037	0.0103	-0.010	0.0198
Clubs	0.129	0.0009	0.151	0.0013
Temporary Lodging	-0.019	0.1399	0.008	0.3090
Cabins, Cottages and Cabanas	-0.027	0.0207	-0.106	0.0029
Laundry/Dry Cleaning	0.113	0.0025	0.083	0.0000
Photo Hobby	0.087	0.0021	0.044	0.0042
Auto Repair	0.064	0.0051	-0.030	0.0268
Auto Hobby	-0.090	0.0003	-0.061	0.0036
Rentals/Equipment	0.002	0.6377	-0.010	0.3700
Animal Care Clinics	-0.022	0.0056	0.040	0.0186
Auto/Truck Rental	-0.067	0.0004	-0.088	0.0010
Commissary	0.038	0.0013	0.043	0.0056
R ²	0.1442		0.1521	

⁴ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁵ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-4 (continued)
In general, how satisfied are you with military life?
Very dissatisfied (1) to very satisfied (7)

	Family Program Use ⁶		Family Program Satisfaction ⁷	
	Model 5	p value	Model 6	p value
Intercept	5.190	0.0000	5.073	0.0000
Background Variables				
Navy	-0.042	0.0315	-0.007	0.5192
Marine Corps	0.132	0.0009	0.166	0.0007
Air Force	0.146	0.0010	0.149	0.0010
Married	0.024	0.2023	-0.031	0.1136
Minor Custody	-0.062	0.0092	-0.104	0.0028
Spouse Employment	0.055	0.0271	0.039	0.0449
E5-E6	0.388	0.0002	0.356	0.0002
E7-E9	0.824	0.0001	0.785	0.0001
O1-O3	0.756	0.0000	0.736	0.0000
O4+	1.041	0.0000	1.048	0.0000
Stress/Support Variables				
Likelihood of Finding a Civilian Job	-0.012	0.0010	-0.013	0.0008
Attitude of Local Community	-0.175	0.0002	-0.166	0.0002
Concern: Long-Term Opportunities	-0.206	0.0000	-0.201	0.0000
Family Support Programs				
Family Support	0.017	0.1672	0.041	0.0192
Individual Counseling	-0.206	0.0015	-0.161	0.0033
Marriage Counseling	0.011	0.0780	0.073	0.0019
Separation/Deployment	-0.095	0.0008	-0.012	0.0640
Chaplain	0.154	0.0003	0.191	0.0001
Parent Education	0.175	0.0009	0.134	0.0014
Youth/Adolescent Programs	0.079	0.0105	0.032	0.0981
Child Care	0.046	0.0006	0.132	0.0006
Financial Counseling	0.041	0.0129	0.067	0.0087
Single-Parent Programs	-0.072	0.0072	-0.205	0.0099
Pre-marital Programs	0.112	0.0010	0.060	0.0014
Families with Special Needs	0.005	0.3740	-0.041	0.1068
Crisis Referral	-0.086	0.0042	0.024	0.2846
Spouse Employment	-0.100	0.0003	0.135	0.0030
Spouse/Child Abuse Services	-0.130	0.0115	-0.127	0.0120
Alcohol/Drug Treatment	-0.110	0.0060	-0.046	0.0463
Rape Counseling	0.531	0.0010	0.269	0.0016
Legal Assistance	-0.024	0.0036	0.076	0.0006
Relocation Assistance	-0.123	0.0059	-0.038	0.0692
Information and Referral	0.084	0.0006	0.027	0.0154
Stress Management	-0.081	0.0336	0.023	0.1644
Suicide Prevention	0.017	0.1656	0.018	0.4478
Transition Assistance	-0.416	0.0001	-0.373	0.0001
Housing Office	0.089	0.0003	0.301	0.0000
R ²	0.1484		0.1538	

⁶ Family program use items were recoded so that 1 = used and 0 = all other responses.

⁷ Family program satisfaction items were recoded so that 1 = satisfied or very satisfied and 0 = all other responses.

Table D-5

Spouse: In general, how satisfied are you with the environment for families?

Very satisfied (1) to very dissatisfied (5)

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	2.405	0.0000	2.596	0.0000
Background Variables				
Navy	0.019	0.5232	0.007	0.8172
Marine Corps	-0.003	0.9220	-0.004	0.9218
Air Force	-0.079	0.0061	-0.067	0.0203
Minor Custody	-0.147	0.0000	-0.140	0.0000
Not in Labor Force	-0.008	0.7708	-0.023	0.3888
E5-E6	-0.011	0.6823	-0.003	0.9065
E7 - E9	-0.028	0.4015	-0.029	0.4004
O1 - O3	-0.161	0.0000	-0.154	0.0000
O4+	-0.222	0.0000	-0.222	0.0000
Stress/Support Variables				
Attitude of Local Community ¹	0.106	0.0000	0.105	0.0000
Spouse Adjustment Problems ²	0.312	0.0000	0.300	0.0000
Child Adjustment Problems ³	0.328	0.0000	0.337	0.0000
MWR Scales				
Recreation			-0.042	0.0001
Hobbies			0.001	0.9229
Rentals			-0.003	0.7350
Shops			-0.033	0.0154
R ²	0.0783		0.0842	

¹ Attitude of local community: 1 = excellent, 5 = poor.

² Spouse adjustment problems: 1 = spouse experienced serious problem or somewhat of a problem,
0 = all other responses

³ Child adjustment problems: 1 = child experienced serious problem or somewhat of a problem,
0 = all other responses.

Table D-5 (continued)

*Spouse: In general, how satisfied are you with the environment for families?**Very satisfied (1) to very dissatisfied (5)*

	Use of MWR Services ⁴		MWR Importance ⁵	
	Model 3	p value	Model 4	p value
Intercept	2.519	0.0000	2.719	0.0000
Background Variables				
Navy	0.002	0.9439	0.006	0.8294
Marine Corps	0.003	0.9240	-0.013	0.7210
Air Force	-0.084	0.0076	-0.078	0.0096
Minor Custody	-0.128	0.0002	-0.132	0.0001
Not in Labor Force	-0.026	0.3295	-0.015	0.5395
E5-E6	-0.002	0.9428	-0.010	0.7251
E7 - E9	-0.012	0.7489	-0.028	0.4101
O1 - O3	-0.144	0.0001	-0.130	0.0002
O4+	-0.205	0.0000	-0.191	0.0000
Stress/Support Variables				
Attitude of Local Community	0.107	0.0000	0.104	0.0000
Spouse Adjustment Problems	0.296	0.0000	0.303	0.0000
Child Adjustment Problems	0.339	0.0000	0.328	0.0000
MWR Services				
Bowling	-0.026	0.3382	-0.047	0.1002
Golf	0.008	0.7585	-0.020	0.4869
Marinas	-0.080	0.0171	-0.071	0.0297
Stables	-0.062	0.1480	0.043	0.1881
Fitness	-0.042	0.1067	-0.015	0.6339
Youth Activities	-0.058	0.0685	-0.032	0.2074
Libraries	-0.023	0.4575	-0.033	0.3398
Arts and Crafts	0.033	0.1989	0.008	0.7723
Tours and Tickets	-0.024	0.3611	-0.040	0.1648
Recreation Gear	0.050	0.0438	0.011	0.6700
Main Exchange	-0.026	0.7019	-0.033	0.4562
7-Day Store	-0.064	0.0894	-0.058	0.0614
Clubs	-0.052	0.0396	-0.089	0.0007
Temporary Lodging	0.006	0.7601	0.028	0.3543
Cabins, Cottages and Cabanas	0.001	0.9708	-0.004	0.8775
Laundry/Dry Cleaning	-0.034	0.2495	-0.055	0.0508
Photo Hobby	-0.071	0.0545	-0.025	0.4079
Auto Repair	-0.015	0.5911	-0.099	0.0047
Auto Hobby	0.054	0.0916	0.099	0.0005
Rentals/Equipment	-0.002	0.9423	-0.004	0.8934
Animal Care Clinics	0.007	0.8098	0.057	0.0427
Auto/Truck Rental	-0.033	0.3633	0.048	0.1218
Commissary	0.082	0.1884	-0.120	0.0410
R ²	0.0880		0.0957	

⁴ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁵ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-5 (continued)

*Spouse: In general, how satisfied are you with the environment for families?
Very satisfied (1) to very dissatisfied (5)*

	Family Program Use ⁶		Family Program Satisfaction ⁷	
	Model 5	p value	Model 6	p value
Intercept	2.423	0.0000	2.529	0.0000
Background Variables				
Navy	0.011	0.7259	0.003	0.9171
Marine Corps	-0.009	0.8042	-0.016	0.6474
Air Force	-0.065	0.0286	-0.062	0.0295
Minor Custody	-0.114	0.0003	-0.091	0.0023
Not in Labor Force	-0.006	0.8076	-0.007	0.7907
E5-E6	-0.003	0.9146	0.002	0.9390
E7-E9	-0.019	0.5927	-0.021	0.5205
O1-O3	-0.150	0.0000	-0.161	0.0000
O4+	-0.221	0.0000	-0.245	0.0000
Stress/Support Variables				
Attitude of Local Community	0.106	0.0000	0.099	0.0000
Spouse Adjustment Problems	0.309	0.0000	0.294	0.0000
Child Adjustment Problems	0.330	0.0000	0.327	0.0000
Family Support Programs				
Family Support	-0.076	0.0134	-0.082	0.0048
Individual Counseling	0.005	0.9176	0.003	0.9526
Marriage Counseling	0.033	0.5515	0.001	0.9833
Separation/Deployment	0.067	0.0621	0.025	0.5414
Chaplain	-0.055	0.0700	-0.053	0.0692
Parent Education	-0.044	0.3395	-0.061	0.1183
Youth/Adolescent Programs	-0.080	0.0056	-0.100	0.0017
Child Care	-0.026	0.3806	-0.051	0.1067
Financial Counseling	-0.042	0.4575	-0.079	0.1628
Single-Parent Programs	-0.187	0.4383	-0.471	0.0104
Pre-marital Programs	-0.005	0.9464	0.022	0.7621
Families with Special Needs	0.099	0.0910	0.042	0.5018
Crisis Referral	0.104	0.2002	0.132	0.0920
Spouse Employment	0.010	0.6830	-0.049	0.1639
Spouse/Child Abuse Services	0.048	0.6855	0.190	0.3235
Alcohol/Drug Treatment	-0.005	0.9696	-0.017	0.9142
Rape Counseling	0.022	0.9156	-0.195	0.3736
Legal Assistance	0.060	0.0141	0.059	0.0345
Relocation Assistance	0.021	0.5123	0.005	0.8897
Information and Referral	0.007	0.7736	-0.083	0.0139
Stress Management	0.029	0.7632	0.017	0.8505
Suicide Prevention	-0.131	0.5429	0.002	0.9944
Transition Assistance	0.012	0.8273	0.013	0.8240
Housing Office	-0.033	0.2096	-0.209	0.0000
R ²	0.0858		0.1079	

⁶ Family program use items were recoded so that 1 = used and 0 = all other responses.

⁷ Family program satisfaction items were recoded so that 1 = satisfied or very satisfied and 0 = all other responses.

Table D-6

Spouse: Overall, how satisfied are you with military life?

Very dissatisfied (1) to very satisfied (7)

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	4.737	0.0000	4.408	0.0000
Background Variables				
Navy	0.065	0.2359	0.092	0.0932
Marine Corps	0.122	0.0259	0.124	0.0230
Air Force	0.254	0.0002	0.242	0.0005
Minor Custody	0.173	0.0010	0.155	0.0026
Not in Labor Force	0.047	0.3197	0.062	0.1780
E5-E6	0.411	0.0000	0.401	0.0000
E7 - E9	0.568	0.0000	0.576	0.0000
O1 - O3	0.611	0.0000	0.603	0.0000
O4+	0.774	0.0000	0.774	0.0000
Stress/Support Variables				
Attitude of Local Community ¹	-0.168	0.0000	-0.165	0.0000
Spouse Adjustment Problems ²	-0.495	0.0000	-0.475	0.0000
Child Adjustment Problems ³	-0.338	0.0001	-0.359	0.0000
MWR Scales				
Recreation			0.044	0.0440
Hobbies			0.003	0.8798
Rentals			0.007	0.6507
Shops			0.064	0.0036
R ²	0.0746		0.0798	

¹ Attitude of local community: 1 = excellent, 5 = poor.

² Spouse adjustment problems: 1 = spouse experienced serious problem or somewhat of a problem,
0 = all other responses

³ Child adjustment problems: 1 = child experienced serious problem or somewhat of a problem,
0 = all other responses.

Table D-6 (continued)

*Spouse: Overall, how satisfied are you with military life?**Very dissatisfied (1) to very satisfied (7)*

	Use of MWR Services ⁴		MWR Importance ⁵	
	Model 3	p value	Model 4	p value
Intercept	4.404	0.0000	4.048	0.0000
Background Variables				
Navy	0.082	0.1412	0.101	0.0708
Marine Corps	0.109	0.0360	0.136	0.0148
Air Force	0.223	0.0016	0.211	0.0021
Minor Custody	0.156	0.0090	0.134	0.0104
Not in Labor Force	0.063	0.1667	0.052	0.2574
E5-E6	0.381	0.0000	0.389	0.0000
E7 - E9	0.522	0.0000	0.549	0.0000
O1 - O3	0.562	0.0000	0.561	0.0000
O4+	0.709	0.0000	0.737	0.0000
Stress/Support Variables				
Attitude of Local Community	-0.163	0.0000	-0.158	0.0000
Spouse Adjustment Problems	-0.478	0.0000	-0.492	0.0000
Child Adjustment Problems	-0.353	0.0001	-0.348	0.0001
MWR Services				
Bowling	0.037	0.3427	0.087	0.1098
Golf	0.078	0.1083	0.019	0.7095
Marinas	0.151	0.0153	0.069	0.1669
Stables	-0.060	0.4139	-0.144	0.0327
Fitness	-0.027	0.6007	-0.006	0.8986
Youth Activities	0.059	0.2845	0.060	0.1693
Libraries	0.025	0.6596	0.157	0.0303
Arts and Crafts	0.025	0.6123	-0.018	0.7252
Tours and Tickets	0.040	0.3401	0.063	0.3085
Recreation Gear	-0.043	0.3714	0.029	0.6155
Main Exchange	0.173	0.1432	0.175	0.0334
7-Day Store	0.091	0.1318	0.151	0.0054
Clubs	0.082	0.0947	0.074	0.1334
Temporary Lodging	-0.026	0.5710	-0.035	0.5262
Cabins, Cottages and Cabanas	-0.028	0.6229	-0.008	0.8957
Laundry/Dry Cleaning	0.171	0.0004	0.074	0.1603
Photo Hobby	0.012	0.8486	-0.019	0.7428
Auto Repair	-0.080	0.1415	-0.007	0.8972
Auto Hobby	-0.029	0.6102	-0.018	0.7429
Rentals/Equipment	-0.009	0.8645	0.012	0.8227
Animal Care Clinics	0.030	0.5302	0.042	0.3352
Auto/Truck Rental	0.066	0.2039	-0.065	0.1966
Commissary	-0.081	0.4701	0.182	0.0951
R ²	0.0834		0.0925	

⁴ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁵ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-6 (continued)

*Spouse: Overall, how satisfied are you with military life?**Very dissatisfied (1) to very satisfied (7)*

	Family Program Use ⁶		Family Program Satisfaction ⁷	
	Model 5	p value	Model 6	p value
Intercept	4.736	0.0000	4.554	0.0000
Background Variables				
Navy	0.079	0.1588	0.091	0.1001
Marine Corps	0.133	0.0152	0.146	0.0077
Air Force	0.246	0.0005	0.231	0.0006
Minor Custody	0.142	0.0109	0.113	0.0390
Not in Labor Force	0.046	0.3403	0.050	0.2870
E5-E6	0.395	0.0000	0.387	0.0000
E7-E9	0.552	0.0000	0.552	0.0000
O1-O3	0.584	0.0000	0.589	0.0000
O4+	0.761	0.0000	0.789	0.0000
Stress/Support Variables				
Attitude of Local Community	-0.167	0.0000	-0.157	0.0000
Spouse Adjustment Problems	-0.484	0.0000	-0.471	0.0000
Child Adjustment Problems	-0.334	0.0002	-0.336	0.0002
Family Support Programs				
Family Support	0.152	0.0007	0.155	0.0008
Individual Counseling	-0.246	0.0148	-0.222	0.0665
Marriage Counseling	0.002	0.9870	0.079	0.5320
Separation/Deployment	-0.099	0.1705	-0.010	0.8899
Chaplain	0.053	0.3767	0.130	0.0292
Parent Education	0.003	0.9767	0.029	0.7591
Youth/Adolescent Programs	0.144	0.0076	0.101	0.0664
Child Care	0.005	0.9313	0.011	0.8741
Financial Counseling	0.020	0.8181	0.013	0.9076
Single-Parent Programs	0.365	0.2537	-0.177	0.7954
Pre-marital Programs	-0.052	0.7259	-0.061	0.7320
Families with Special Needs	-0.166	0.1276	-0.171	0.2589
Crisis Referral	-0.304	0.0334	-0.264	0.1206
Spouse Employment	-0.011	0.8321	0.136	0.0441
Spouse/Child Abuse Services	-0.048	0.7968	-0.032	0.9226
Alcohol/Drug Treatment	0.051	0.7750	0.107	0.6688
Rape Counseling	0.247	0.3925	0.220	0.6196
Legal Assistance	-0.039	0.2107	0.004	0.9144
Relocation Assistance	-0.129	0.0341	-0.051	0.5046
Information and Referral	0.131	0.0737	0.220	0.0057
Stress Management	-0.038	0.7996	-0.110	0.5205
Suicide Prevention	0.022	0.9382	-0.222	0.5724
Transition Assistance	-0.220	0.0246	-0.104	0.3477
Housing Office	-0.012	0.7969	0.209	0.0001
R ²	0.0838		0.0910	

⁶ Family program use items were recoded so that 1 = used and 0 = all other responses.⁷ Family program satisfaction items were recoded so that 1 = satisfied or very satisfied and 0 = all other responses.

Table D-7

Spouse: How supportive are you of the member being in the military?

Very supportive (1) to not supportive at all (5)

	Baseline		MWR Scales	
	Model 1	p value	Model 2	p value
Intercept	1.365	0.0000	1.540	0.0000
Background Variables				
Navy	0.012	0.6604	0.002	0.9559
Marine Corps	-0.007	0.8009	-0.004	0.9074
Air Force	-0.037	0.0777	-0.026	0.2349
Minor Custody	-0.066	0.0020	-0.059	0.0078
Not in Labor Force	0.025	0.2232	0.018	0.3768
E5-E6	-0.118	0.0002	-0.112	0.0005
E7 - E9	-0.199	0.0000	-0.200	0.0000
O1 - O3	-0.135	0.0000	-0.130	0.0001
O4+	-0.178	0.0000	-0.178	0.0000
Stress/Support Variables				
Attitude of Local Community ¹	0.051	0.0000	0.049	0.0000
Spouse Adjustment Problems ²	0.102	0.0004	0.097	0.0008
Child Adjustment Problems ³	0.081	0.0430	0.090	0.0281
MWR Scales				
Recreation			-0.023	0.0198
Hobbies			0.002	0.8110
Rentals			-0.002	0.8162
Shops			-0.038	0.0009
R ²	0.0281		0.0342	

¹ Attitude of local community: 1 = excellent, 5 = poor.

² Spouse adjustment problems: 1 = spouse experienced serious problem or somewhat of a problem,
0 = all other responses

³ Child adjustment problems: 1 = child experienced serious problem or somewhat of a problem,
0 = all other responses.

Table D-7 (continued)

*Spouse: How supportive are you of the member being in the military?**Very supportive (1) to not supportive at all (5)*

	Use of MWR Services ⁴		MWR Importance ⁵	
	Model 3	p value	Model 4	p value
Intercept	1.608	0.0000	1.645	0.0000
Background Variables				
Navy	-0.001	0.9778	0.006	0.8265
Marine Corps	-0.014	0.6461	-0.001	0.9603
Air Force	-0.015	0.5126	-0.019	0.3734
Minor Custody	-0.056	0.0209	-0.062	0.0088
Not in Labor Force	0.014	0.4768	0.020	0.3187
E5-E6	-0.104	0.0013	-0.107	0.0009
E7 - E9	-0.185	0.0000	-0.193	0.0000
O1 - O3	-0.110	0.0012	-0.102	0.0012
O4+	-0.156	0.0000	-0.156	0.0000
Stress/Support Variables				
Attitude of Local Community	0.047	0.0000	0.047	0.0000
Spouse Adjustment Problems	0.098	0.0004	0.107	0.0002
Child Adjustment Problems	0.088	0.0297	0.089	0.0258
MWR Services				
Bowling	0.004	0.8665	-0.036	0.0931
Golf	-0.011	0.6268	-0.007	0.7516
Marinas	-0.021	0.3944	-0.010	0.6346
Stables	0.018	0.4804	-0.017	0.5343
Fitness	-0.051	0.0291	-0.049	0.0519
Youth Activities	-0.032	0.1915	-0.003	0.8636
Libraries	-0.024	0.3135	-0.020	0.4182
Arts and Crafts	-0.009	0.6861	-0.001	0.9515
Tours and Tickets	-0.017	0.4321	-0.036	0.1591
Recreation Gear	-0.023	0.3526	-0.039	0.1209
Main Exchange	-0.125	0.0514	-0.054	0.1857
7-Day Store	-0.035	0.2633	-0.009	0.7801
Clubs	-0.026	0.2590	-0.017	0.4781
Temporary Lodging	-0.009	0.5887	-0.038	0.0925
Cabins, Cottages and Cabanas	0.038	0.2738	-0.012	0.5971
Laundry/Dry Cleaning	-0.018	0.4048	-0.044	0.0773
Photo Hobby	0.039	0.1722	0.021	0.3990
Auto Repair	0.023	0.4132	0.017	0.4650
Auto Hobby	0.004	0.9045	0.000	0.9956
Rentals/Equipment	0.035	0.1691	0.015	0.5641
Animal Care Clinics	-0.002	0.9230	-0.011	0.5758
Auto/Truck Rental	-0.031	0.1837	0.004	0.8272
Commissary	-0.029	0.5616	-0.078	0.0549
R ²	0.0381		0.0463	

⁴ MWR service use items were recoded so that 1 = used and 0 = all other responses.⁵ MWR importance items were recoded so that 1 = important or very important and 0 = all other responses.

Table D-7 (continued)

*Spouse: How supportive are you of the member being in the military?**Very supportive (1) to not supportive at all (5)*

	Family Program Use ⁶		Family Program Satisfaction ⁷	
	Model 5	p value	Model 6	p value
Intercept	1.411	0.0000	1.448	0.0000
Background Variables				
Navy	0.004	0.8908	0.005	0.8499
Marine Corps	-0.012	0.6890	-0.013	0.6612
Air Force	-0.027	0.2441	-0.027	0.1981
Minor Custody	-0.052	0.0291	-0.049	0.0348
Not in Labor Force	0.025	0.2546	0.023	0.2676
E5-E6	-0.113	0.0004	-0.112	0.0005
E7-E9	-0.196	0.0000	-0.198	0.0000
O1-O3	-0.126	0.0001	-0.132	0.0000
O4+	-0.183	0.0000	-0.190	0.0000
Stress/Support Variables				
Attitude of Local Community	0.050	0.0000	0.046	0.0000
Spouse Adjustment Problems	0.100	0.0004	0.093	0.0014
Child Adjustment Problems	0.087	0.0296	0.082	0.0387
Family Support Programs				
Family Support	-0.054	0.0170	-0.054	0.0150
Individual Counseling	0.077	0.0958	0.010	0.8160
Marriage Counseling	0.022	0.6251	-0.014	0.7120
Separation/Deployment	0.013	0.6898	-0.029	0.3202
Chaplain	-0.015	0.4618	-0.041	0.0580
Parent Education	-0.083	0.0111	-0.067	0.0590
Youth/Adolescent Programs	-0.050	0.0363	-0.018	0.5144
Child Care	0.024	0.2946	0.022	0.4311
Financial Counseling	-0.027	0.4957	-0.038	0.3710
Single-Parent Programs	-0.040	0.8135	0.193	0.4780
Pre-marital Programs	-0.060	0.2254	-0.096	0.0649
Families with Special Needs	0.075	0.1517	0.087	0.2321
Crisis Referral	0.024	0.6705	0.065	0.3350
Spouse Employment	-0.009	0.7419	-0.029	0.3025
Spouse/Child Abuse Services	0.139	0.1701	0.066	0.7101
Alcohol/Drug Treatment	0.015	0.8505	-0.087	0.3684
Rape Counseling	-0.048	0.7768	-0.044	0.8590
Legal Assistance	-0.011	0.5116	-0.018	0.3134
Relocation Assistance	0.028	0.3133	0.001	0.9776
Information and Referral	-0.026	0.3409	-0.055	0.0666
Stress Management	-0.009	0.8502	0.017	0.7944
Suicide Prevention	0.076	0.4487	0.098	0.5400
Transition Assistance	0.066	0.1140	0.034	0.4567
Housing Office	-0.049	0.0118	-0.088	0.0000
R ²	0.0365		0.0404	

⁶ Family program use items were recoded so that 1 = used and 0 = all other responses.⁷ Family program satisfaction items were recoded so that 1 = satisfied or very satisfied and 0 = all other responses.



1992 Department of Defense Survey of Enlisted Personnel

The Department of Defense is conducting a survey of military personnel from the Army, Navy, Marine Corps and Air Force. You have been selected to participate in this important survey. Please read the instructions before you begin the survey.

PRIVACY NOTICE

AUTHORITY: 10 U.S.C. 136

PRINCIPAL PURPOSE OR PURPOSES: Information collected in this survey is used to sample attitudes and/or discern perceptions of social problems observed by service members and to support additional manpower research activities. This information will assist in the formulation of policies which may be needed to improve the working environment.

ROUTINE USES: None

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that the data will be complete and representative. Your survey instrument will be treated as confidential. All identifiable information will be used only by persons engaged in, and for the purposes of, the survey. Only group statistics will be reported.

OFFICE USE ONLY

- ☐ PND
- ☐ NR
- ☐ R
- ☐ NE

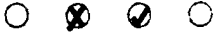
INSTRUCTIONS FOR COMPLETING THE SURVEY

- Please use a No. 2 pencil.

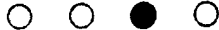


- Make heavy black marks that fill the circle for your answer.
- Please do not make stray marks of any kind.

INCORRECT MARKS



CORRECT MARK



- Sometimes you will be asked to "Mark ALL that apply." When this instruction appears you may mark more than one answer.

Example:

If you attended (or are now attending) college, what kind of school was/is it? Mark **ALL** that apply.

- ☐ Does not apply, do/did not attend college
- ☐ Vocational, trade, business, or other career training school
- ☒ Junior or community college (two-year)
- ☒ Four-year college or university
- ☐ Graduate or professional school
- ☐ Specialized Service Career School
- ☐ Professional Military Education Institution
- ☐ Other

If your answer is "junior or community college (two-year)" and "four-year college or university," then mark two circles clearly.

- Sometimes you will be asked to "Mark One." When this instruction appears mark the answer that best applies.

Example:

What is your pay grade? Mark One.

- ☐ E1 ☐ E5 ☐ E9
- ☐ E2 ☒ E6
- ☐ E3 ☐ E7
- ☐ E4 ☐ E8

- If your answer is E6, then just mark one circle as shown above.

- If you are asked to give numbers for your answer, please record as shown below.

Example:

As of today, how many months have you been assigned to your present post, base, ship or duty station?

If your answer is 35 months . . .

Number Months

0	3	5
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Write the numbers in the boxes, making sure the last number is always placed in the right-hand box.

- Fill in the unused boxes with zeros.

- Then, mark the matching circle below each box.

- Answers to some of the questions will be on a SEVEN-POINT SCALE.

Example:

How would you describe the morale of military personnel at your current location? Mark One.

MORALE IS VERY LOW							MORALE IS VERY HIGH
1	2	3	4	5	6	7	

- If your answer is "MORALE IS VERY LOW," you would mark the circle for number 1.

- If your answer is "MORALE IS VERY HIGH," you would mark the circle for number 7.

- If your opinion is somewhere inbetween, you would mark the circle for number 2 or 3 or 4 or 5 or 6.

- Sometimes you will be asked to mark one answer for each item.

Example:

THE NEXT QUESTION IS ABOUT YOUR FEELINGS ABOUT THE PERMANENT LOCATION WHERE YOU LIVE. If you live on base, answer for that base. If you live off-base, answer for that community.

LOCATION CHARACTERISTICS

Mark each item as:

	Excellent	Good	Fair	Poor	Very Poor	Does Not Apply	Don't Know
Climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance to population centers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family's ability to handle cost of living	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I MILITARY INFORMATION

1. In what Service are you? Mark One.

- ☐ Army
- ☐ Navy
- ☐ Marine Corps
- ☐ Air Force

2. Are you currently assigned to a ship as your permanent duty station? Mark One.

- ☐ Yes
- ☐ No

3. What is your pay grade? Mark One.

- ☐ E1
- ☐ E2
- ☐ E3
- ☐ E4
- ☐ E5
- ☐ E6
- ☐ E7
- ☐ E8
- ☐ E9

4. In which enlistment period are you serving? If you received an EXTENSION to your current enlistment period, do not count this as a new enlistment period. Mark One.

- ☐ 1st
- ☐ 2nd
- ☐ 3rd
- ☐ 4th
- ☐ 5th or more

5. How soon will you complete your current enlistment INCLUDING ANY EXTENSIONS YOU HAVE NOW? Mark One.

- ☐ Less than 3 months
- ☐ 3 months but less than 6 months
- ☐ 6 months but less than 9 months
- ☐ 9 months but less than 12 months
- ☐ 1 year but less than 2 years
- ☐ 2 years but less than 3 years
- ☐ At least 3 years or more

6. Were you deployed for Operation Desert Shield/Desert Storm? Mark One.

- ☐ No
- ☐ Yes, for less than 3 months
- ☐ Yes, for 3 months or more but less than 6 months
- ☐ Yes, for 6 months or more but less than 9 months
- ☐ Yes, for 9 months or more

II PRESENT AND PAST LOCATIONS

7. As of today, how many months have you been assigned to your present permanent post, base, ship or duty station? Please include any extensions you may have had.

☐ Less than one month

• Record the number of months in the boxes.

(For example, if your answer is 35 months, enter 035.)

• Mark the matching circle below each box.

Number Months

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

8. How much longer do you expect to be at your present permanent post, base, ship or duty station?

- ☐ Does not apply, I do not have a specified tour length.
- ☐ Less than one month
- ☐ Not sure

• Record the number of months in the boxes.

• Mark the matching circle below each box.

Number Months

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

9. If you had the option of extending your tour at your present permanent post, base, ship or duty station, how much longer would you stay there? Mark One.

- ☐ Does not apply, I do not have a specified tour length.
- ☐ I would not extend my current tour
- ☐ Stay 3 months beyond my tour
- ☐ Stay 6 months beyond my tour
- ☐ Stay 12 months beyond my tour
- ☐ Stay 18 months beyond my tour
- ☐ Stay 24 or more months beyond my tour

☐ No time at an overseas location

Number Months		
0	0	0
1	1	1
2	2	2
	3	3
	4	4
	5	5
	6	6
	7	7
	8	8
	9	9

In all the time you have been on active duty, how many months have you been on sea duty?

☐ No time on sea duty

Number Months		
0	0	0
1	1	1
2	2	2
	3	3
	4	4
	5	5
	6	6
	7	7
	8	8
	9	9

For each item below, mark if it was:

Adjusting yourself to new environment

	Serious Problem	Somewhat of a Problem	Slight Problem	Not a Problem	Does Not Apply	Don't Know
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
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85						
86						
87						
88						
89						
90						
91						
92						
93						
94						
95						
96						
97						
98						
99						
100						

☐ Navy lodge

☐ Navy lodge



15. THE NEXT QUESTION IS ABOUT YOUR FEELINGS ABOUT THE PERMANENT LOCATION WHERE YOU LIVE. If you live on base, answer for that base. If you live off-base, answer for that community.

Please mark each item below as:

LOCATION CHARACTERISTICS

	Excellent	Good	Fair	Poor	Very Poor	Does Not Apply	Don't Know
Climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance to population centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family's ability to handle cost of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of civilian housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of civilian housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordability of civilian housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitudes of local residents toward military members and families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Federal employment for spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of other civilian employment for self, spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of schools for dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of medical care for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of medical care for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of medical care for spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of medical care for spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of a good house of worship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. HOW MUCH OF A PROBLEM IS EACH OF THE FOLLOWING AT THE LOCATION WHERE YOU PERMANENTLY LIVE? If you live on-base, answer for the base. If you live off-base, answer for that community. If you live onboard ship, answer for your ship. If you live in an on-station operational location, answer for that location.

For each item below, mark if it is:

	Serious Problem	Somewhat of a Problem	Slight Problem	Not a Problem	Don't Know
Drug use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Racial tension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spouse abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Juvenile delinquency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gang activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pornography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. In all the time you've been on active duty, how many times did your spouse/dependents move to a new location because of your permanent change of station (PCS)?

☐ Does not apply, I don't have any spouse/dependents

- | | |
|-------------------------|----------------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 6 |
| <input type="radio"/> 1 | <input type="radio"/> 7 |
| <input type="radio"/> 2 | <input type="radio"/> 8 |
| <input type="radio"/> 3 | <input type="radio"/> 9 |
| <input type="radio"/> 4 | <input type="radio"/> 10 or more |
| <input type="radio"/> 5 | |

18. In all the time you have been on active duty, how many times did you move to a new location because of your permanent change of station (PCS)? Do not count permanent change of assignment (PCA).

- | | |
|-------------------------|----------------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 6 |
| <input type="radio"/> 1 | <input type="radio"/> 7 |
| <input type="radio"/> 2 | <input type="radio"/> 8 |
| <input type="radio"/> 3 | <input type="radio"/> 9 |
| <input type="radio"/> 4 | <input type="radio"/> 10 or more |
| <input type="radio"/> 5 | |

19. If your spouse is in the military, are you presently assigned to the same permanent base or geographic location as your spouse?

- ☐ Does not apply, I do not have a spouse (GO TO Q21)
☐ Does not apply, my spouse is not in the military (GO TO Q21)
☐ Yes
☐ No, but I expect my spouse will be assigned to this location soon
☐ No, but I expect to be assigned to my spouse's location soon
☐ No, we were unable to get assigned to the same location
☐ No, for other reasons

20. If future assignments require long separations from your spouse, what will you do?

- ☐ Does not apply, I already plan to leave the Service
☐ Does not apply, my spouse already plans to leave the Service
☐ I will accept them
☐ I will leave the Service
☐ My spouse will leave the Service

21. Listed below are some reasons why military members sometimes find it difficult to *respond very quickly* to a recall/alert or to a change in work schedule. Have you experienced any of these within the past 12 months?

Mark ALL that apply.

- ☐ Does not apply, I have not had recall/alert or change in work schedule
☐ Does not apply, have not had problems
☐ Dependent care considerations
☐ Personal health problems other than pregnancy
☐ Pregnancy
☐ Family health problem
☐ Second job
☐ Transportation arrangements
☐ Difficult to reach by telephone during off-duty hours
☐ Distance to duty station
☐ Attending school during off-duty hours
☐ Other reason

22. If you were deployed for Operation Desert Shield/Desert Storm, what kinds of problems did you have responding?

- ☐ Does not apply, I was not deployed
☐ Dependent care considerations
☐ Personal health problems other than pregnancy
☐ Pregnancy
☐ Family health problem
☐ Second job
☐ Attending school during off-duty hours
☐ Other problem
☐ Does not apply, I had no problems

III REENLISTMENT/CAREER INTENT

23. When you finally leave the military, how many total years of service do you expect to have?

No. of Years

0	8
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8

24. When you finally leave the military, what pay grade do you think you will have? Mark One.

- | Enlisted Grades | Warrant Grades | Officer Grades |
|--------------------------|--------------------------|-----------------------------------|
| <input type="radio"/> E1 | <input type="radio"/> W1 | <input type="radio"/> O1 |
| <input type="radio"/> E2 | <input type="radio"/> W2 | <input type="radio"/> O2 |
| <input type="radio"/> E3 | <input type="radio"/> W3 | <input type="radio"/> O3 |
| <input type="radio"/> E4 | <input type="radio"/> W4 | <input type="radio"/> O4 |
| <input type="radio"/> E5 | <input type="radio"/> W5 | <input type="radio"/> O5 |
| | | <input type="radio"/> O6 |
| | | <input type="radio"/> O7 or above |

25. When you finally leave the military, do you plan to join a National Guard or Reserve unit? Mark One.

- ☐ Does not apply, I am already a member
☐ Definitely yes
☐ Probably yes
☐ Don't know/Not sure
☐ Probably no
☐ Definitely no
☐ Does not apply, I am not eligible to join

26. If you had the freedom to select another career field or leave the Service next month, which of the following would you choose? Mark One.

- ☐ Select a totally new military specialty/occupation
☐ Leave the Service
☐ Remain in Service in current career field
☐ Return to a previous military specialty/occupation

27. How likely are you to reenlist at the end of your current term of service? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I plan to retire
☐ Does not apply, I plan to leave the Service

- ☐ (0 in 10) No chance
☐ (1 in 10) Very slight possibility
☐ (2 in 10) Slight possibility
☐ (3 in 10) Some possibility
☐ (4 in 10) Fair possibility
☐ (5 in 10) Fairly good possibility
☐ (6 in 10) Good possibility
☐ (7 in 10) Probable
☐ (8 in 10) Very probable
☐ (9 in 10) Almost sure
☐ (10 in 10) Certain

☐ Don't know

28. How much influence does your spouse have on your decision about reenlisting at the end of your current term of service?

- ☐ Does not apply, I am not married (GO TO Q30)
☐ A good deal of influence
☐ A little influence
☐ No influence

29. Has your spouse's support for your decision about reenlisting changed in the past year?

- ☐ Yes, increased
☐ Yes, decreased
☐ No, has not changed

30. If you were guaranteed a choice of location for your next tour, how likely would you be to reenlist at the end of your current term? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I plan to retire
☐ Does not apply, I plan to leave the Service

- ☐ (0 in 10) No chance
☐ (1 in 10) Very slight possibility
☐ (2 in 10) Slight possibility
☐ (3 in 10) Some possibility
☐ (4 in 10) Fair possibility
☐ (5 in 10) Fairly good possibility
☐ (6 in 10) Good possibility
☐ (7 in 10) Probable
☐ (8 in 10) Very probable
☐ (9 in 10) Almost sure
☐ (10 in 10) Certain

☐ Don't know

31. If you were guaranteed a promotion to the next higher pay grade, how likely would you be to reenlist at the end of your current term? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I plan to retire
☐ Does not apply, I plan to leave the Service
☐ Does not apply, I do not expect any more promotions

- ☐ (0 in 10) No chance
☐ (1 in 10) Very slight possibility
☐ (2 in 10) Slight possibility
☐ (3 in 10) Some possibility
☐ (4 in 10) Fair possibility
☐ (5 in 10) Fairly good possibility
☐ (6 in 10) Good possibility
☐ (7 in 10) Probable
☐ (8 in 10) Very probable
☐ (9 in 10) Almost sure
☐ (10 in 10) Certain

☐ Don't know

32. If you were guaranteed retraining in a skill with better career opportunities than your current one, how likely would you be to reenlist at the end of your current term? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I do not wish to retrain into another skill
☐ Does not apply, I plan to retire
☐ Does not apply, I plan to leave the Service

- ☐ (0 in 10) No chance
☐ (1 in 10) Very slight possibility
☐ (2 in 10) Slight possibility
☐ (3 in 10) Some possibility
☐ (4 in 10) Fair possibility
☐ (5 in 10) Fairly good possibility
☐ (6 in 10) Good possibility
☐ (7 in 10) Probable
☐ (8 in 10) Very probable
☐ (9 in 10) Almost sure
☐ (10 in 10) Certain

☐ Don't know

IV. INDIVIDUAL AND FAMILY CHARACTERISTICS

33. Are you male or female?

- ☐ Male
☐ Female

34. How old were you on your last birthday?

Age Last Birthday

0	0
1	1
2	2
3	3
4	4
5	5
6	6
	7
	8
	9

35. Where were you born?

- ☐ In the United States
☐ Outside the United States to military parents
☐ Outside the United States to non-military parents

36. Are you:

- ☐ American Indian/Alaskan Native
☐ Black/Negro/African-American
☐ Oriental/Asian/Chinese/Japanese/Korean/Filipino/Pacific Islander
☐ White/Caucasian
☐ Other (specify):

37. Are you of Spanish/Hispanic origin or descent?

- ☐ No (not Spanish/Hispanic)
☐ Yes, Mexican/Mexican-American/Chicano
☐ Yes, Puerto Rican
☐ Yes, Cuban
☐ Yes, Central or South American
☐ Yes, other Spanish/Hispanic

38. Are you currently pregnant?

- ☐ Does not apply
☐ Yes
☐ No

39. When you FIRST ENTERED ACTIVE SERVICE, what was the highest school grade or academic degree that you had? DO NOT INCLUDE DEGREES FROM TECHNICAL/TRADE OR VOCATIONAL SCHOOLS.

Mark One.

- ☐ Less than 12 years of school (no diploma)
☐ GED or other high school equivalency certificate
☐ High school diploma
☐ Some college, but did not graduate
☐ 2-year college degree
☐ 4-year college degree (BA/BS)
☐ Some graduate school
☐ Master's degree (MA/MS)
☐ Doctoral degree (PhD/MD/LLB)
☐ Other degree not listed above

40. AS OF TODAY, what is the highest school grade or academic degree that you have? DO NOT INCLUDE DEGREES FROM TECHNICAL/TRADE OR VOCATIONAL SCHOOLS. Mark One.

- ☐ Less than 12 years of school (no diploma)
☐ GED or other high school equivalency certificate
☐ High school diploma
☐ Some college, but did not graduate
☐ 2-year college degree
☐ 4-year college degree (BA/BS)
☐ Some graduate school
☐ Master's degree (MA/MS)
☐ Doctoral degree (PhD/MD/LLB)
☐ Other degree not listed above

41. If you attended (or are now attending) college, what kind of school was/is it? Mark ALL that apply.

- ☐ Does not apply, I do/did not attend college
☐ Vocational/trade/business, or other career training school
☐ Junior or community college (2-year)
☐ Four-year college or university
☐ Graduate/professional school
☐ Specialized Service Career School or Professional Military Education Institution
☐ Other

42. During 1991, did you attend a civilian school?

- ☐ No, was not interested in attending
☐ No, could not get tuition assistance for the program I wanted
☐ No, due to conflict with work schedule
☐ No, for personal reasons
☐ Yes, attended at own expense
☐ Yes, attended at Service expense
☐ Yes, attended partially at Service expense, partially at own expense

43. Which of the following Educational Assistance Programs are you eligible to receive benefits under? Mark ALL that apply.

- ☐ The Montgomery GI Bill (MGIB)
☐ The Veterans Educational Assistance Program (VEAP)
☐ Vietnam Era GI Bill (converted to MGIB)
☐ Educational Assistance Test Program (EATP)
☐ I am not eligible under any of these programs
☐ I don't know if I am eligible under any of these programs

44. What is the highest grade or year of regular school or college that your MOTHER (or FEMALE GUARDIAN) and FATHER (or MALE GUARDIAN) have completed and gotten credit for? Mark your best estimate.

ELEMENTARY GRADES MOTHER FATHER

2nd ☐ ☐

3rd ☐ ☐

4th ☐ ☐

5th ☐ ☐

6th ☐ ☐

7th ☐ ☐

8th ☐ ☐

HIGH SCHOOL GRADES

9th ☐ ☐

10th ☐ ☐

11th ☐ ☐

12th (include GED) ☐ ☐

COLLEGE (YRS OF CREDIT)

1 ☐ ☐

2 ☐ ☐

3 ☐ ☐

4 ☐ ☐

5 ☐ ☐

6 ☐ ☐

7 ☐ ☐

8 or more ☐ ☐

Don't know/unsure ☐ ☐

45. What is your current marital status? Mark only one answer.

- ☐ Married for the first time ☐ Widowed (GO TO Q52)
☐ Remarried ☐ Divorced (GO TO Q52)
☐ Separated ☐ Never Married (GO TO Q59)

46. Is your spouse currently serving on active duty in the Armed Forces or in the Reserve/Guard?

- ☐ No
☐ Yes, in a Reserve/Guard Component

Yes, on active duty in the:

- ☐ Army ☐ Marine Corps
☐ Navy ☐ Air Force

47. Is your spouse currently living with you at your present permanent post, base or duty station?

- ☐ Yes
☐ No

48. Is your spouse currently living on or near a military base?

- ☐ Yes
☐ No

49. When were you and your current spouse married?

Year

19

0
1
2
3
4
5
6
7
8
9

50. How well do you and your current spouse agree upon his/her career plans?

- ☐ Very well ☐ Fairly well
☐ Well ☐ Not well at all

51. How well do you and your current spouse agree on your career plans?

- ☐ Very well ☐ Fairly well
☐ Well ☐ Not well at all

52. How many times have you been married? (Include your present marriage).

- ☐ One ☐ Four
☐ Two ☐ Five or more
☐ Three

53. Did any of these marriages end in divorce?

- ☐ Yes
☐ No (GO TO Q59)

54. Did any of these divorces occur while on active duty?

- ☐ Yes
☐ No (GO TO Q59)

55. How many times have you been divorced while on active duty?

- ☐ One ☐ Four
☐ Two ☐ Five or more
☐ Three

56. Did the court consider your retirement pay to be part of any divorce settlement? Mark ALL that apply.

- ☐ Yes, child support payments
☐ Yes, alimony payments
☐ Yes, community property payments
☐ No, my spouse received other property to offset interest in retirement
☐ No, it's all payable to me

57. To what extent has any divorce settlement influenced your decision to stay in the military until retirement?

- ☐ Very great extent
☐ Great extent
☐ Moderate extent
☐ Slight extent
☐ Not at all

58. To what extent do you feel that your serving in the military contributed to any divorce?

- ☐ Very great extent
☐ Great extent
☐ Moderate extent
☐ Slight extent
☐ Not at all

V DEPENDENTS

59. How many dependents do you have in each age group?

Do not include yourself or your spouse. For the purpose of this question, a dependent is anyone related to you by blood, marriage, or adoption, and who depends on you for over half their support.

☐ Does not apply, I have no dependents (GO TO Q77)

Number of Dependents

Age of dependent	None	1	2	3	4	5 or more
Under 1 year	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 year to under 2 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6-13 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14-22 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 years or over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

60. How many dependents in Question 59 do you have in each of the following age groups who currently live with you at your permanent post, base or duty station? Do not include yourself or your spouse.

Number of Dependents

Age of dependent	None	1	2	3	4	5 or more
Under 1 year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 year to under 2 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6-13 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14-22 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 years or over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

61. If you have dependent children in Question 59 who do not currently live with you at your permanent post, base or duty station, with whom do these dependents live? Mark ALL that apply.

☐ Does not apply (GO TO Q63)

- ☐ Spouse
☐ Ex-spouse
☐ Grandmother
☐ Grandfather
☐ Other relative
☐ Friend
☐ School
☐ Other (specify):

62. Do you give child support to the person(s) your children live with?

- ☐ Yes
☐ No

63. How many of your dependent children have you adopted?

- ☐ None
☐ One
☐ Two
☐ Three
☐ Four or more

64. If you are a single-parent or a military member married to a military member, do you have a military family care plan?

- ☐ Does not apply
☐ Yes
☐ No

65. Are arrangements for your dependent children realistically workable for each of the following situations? Mark one category for each item.

☐ Not applicable, my children do not live with me.

	Yes	Probably	No
Short-term emergency situation such as a mobility exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term situation such as a unit deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evacuation due to conflict or wartime situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66. Who took care of your dependent children during your longest TDY/deployment in the past 12 months? Mark ALL that apply.

- ☐ Does not apply, have not been on TDY or deployed (GO TO Q68)
☐ Does not apply, my children did not live with me at the time (GO TO Q68)
☐ Child took care of his/herself
☐ Spouse or ex-spouse
☐ Immediate family member (e.g. grandparent, brother or sister)
☐ Other family member
☐ Friend or neighbor
☐ Public or private agency
☐ Other person(s) (specify):

67. How satisfied are you with the care your child(ren) received in your absence?

- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

IF YOU HAVE NO CHILDREN UNDER AGE 15 WHO USUALLY LIVE WITH YOU OR DO NOT USUALLY USE CHILD CARE SERVICES, GO TO Q73.

68. During the last month, who usually took care of your youngest or only child while you and/or your spouse worked, looked for work, or was in school? Mark the arrangement in which the child spent the most hours.

- ☐ My spouse or I did
☐ Child's brother/sister over age 15
☐ Child's brother/sister under age 15
☐ Child's grandparent
☐ Other relative of child
☐ Child cares for self
☐ Nonrelative
☐ Child was in school or day care

69. Where was your youngest or only child usually cared for under this arrangement? Mark One.

	On Base	Off Base
Child was in nursery or preschool	<input type="radio"/>	<input type="radio"/>
Child was in elementary or secondary school	<input type="radio"/>	<input type="radio"/>
Child Development Center/Day Care Center	<input type="radio"/>	<input type="radio"/>
Child's home	<input type="radio"/>	<input type="radio"/>
Licensed family day care home	<input type="radio"/>	<input type="radio"/>
Other private home (not licensed)	<input type="radio"/>	<input type="radio"/>
Other place	<input type="radio"/>	<input type="radio"/>

70. How many hours a week was your youngest or only child usually cared for under this arrangement?

Hours a Week

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

71. How much did you pay for child care during the last month for your youngest or only child?

Dollars per Month

\$			
0	0	0	
1	1	1	
2	2	2	
3	3	3	
4	4	4	
5	5	5	
6	6	6	
7	7	7	
8	8	8	
9	9	9	

72. What was the one most important reason for choosing the type of child care arrangement used?

- ☐ Prefer family
☐ Cost
☐ Convenient hours
☐ Convenient location
☐ Quality
☐ Availability
☐ Trust in caregiver
☐ Other (specify):

73. Do any of your children attend a Department of Defense school?

- ☐ No (GO TO Q75)
☐ Yes, attending an overseas school
☐ Yes, attending a CONUS Section VI school
☐ Don't know (GO TO Q75)

74. If yes, how satisfied are you with the quality of education your child(ren) receive in the DoD school?

- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

75. Are any of your dependents physically, emotionally, or intellectually handicapped requiring specialized treatment or care?

- ☐ No
☐ Yes, temporarily
☐ Yes, permanently

76. Are any of your dependents elderly (over 65 years old)?

- ☐ No
☐ Yes

77. Do you have elderly relatives for whom you have responsibility even if they are not your legal dependent(s)?

- ☐ No
☐ Yes

78. Are you currently in the process of adopting a child?

- ☐ No
☐ Yes

79. Here is a list of feelings or worries some military members have about their family (spouse, children, parents) when they are away on assignment, TDY or deployment. How often did or would you worry about each of the following when you are away?

☐ Does not apply, I do not have any family (GO TO Q82)

	Very Seldom or Never	Seldom	Sometimes	Often	Very Often or Always	Does Not Apply
Your family's ability to get car or household repairs done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your child(ren)'s health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your family's safety in the home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

80. How well did or would your spouse take care of the following in your absence?

☐ Does not apply, I do not have a spouse

	Very Well	Well	Neither Well nor Poorly	Poorly	Very Poorly	Does Not Apply	Don't Know
Child care (if you have children)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family member's health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evacuation of family members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

81. In the past year, how many months were you completely separated from your spouse or dependents because of your military assignment? Include TDYs, remotes, deployments, schools, etc.

☐ Does not apply, I do not have a spouse or dependents

- | | |
|---|---------------------------------|
| <input type="radio"/> None | <input type="radio"/> 6 months |
| <input type="radio"/> Less than 1 month | <input type="radio"/> 7 months |
| <input type="radio"/> 1 month | <input type="radio"/> 8 months |
| <input type="radio"/> 2 months | <input type="radio"/> 9 months |
| <input type="radio"/> 3 months | <input type="radio"/> 10 months |
| <input type="radio"/> 4 months | <input type="radio"/> 11 months |
| <input type="radio"/> 5 months | <input type="radio"/> 12 months |

82. In your total military career, how many months were you completely separated from your spouse or dependents because of your military assignments? Include TDY, remotes, deployment, schools, etc.

☐ Does not apply, no spouse or dependents during military career

- ☐ None
☐ Less than 3 months
☐ 3-4 months
☐ 5-6 months
☐ More than 6 months but less than 1 year
☐ 1-2 years
☐ 3-4 years
☐ Over 4 years

83. Did the government pay for your spouse/dependents to accompany you to your present permanent post, base, or duty station?

- ☐ Does not apply, I have no spouse/dependents
☐ Yes
☐ No

VI MILITARY COMPENSATION, BENEFITS, AND PROGRAMS

EVERYONE SHOULD ANSWER THIS SECTION

84. Do you receive a **MONTHLY Basic Allowance for Quarters (BAQ)**? (BAQ is a payment for housing.)

- ☐ Does not apply, I live in base/government housing
☐ Yes, partial BAQ
☐ Yes, full BAQ
☐ No

85. Do you receive a **Basic Allowance for Subsistence (BAS) or Separate Rations**? (These are payments for food.)

- ☐ Yes
☐ No

86. What is the amount of the **MONTHLY Federal Tax Advantage** of your combined **Quarters and Food Allowances (BAS or Separate Rations and BAQ)**? If you are uncertain of the exact amount, please give your best estimate.

- ☐ I do not receive BAS or Separate Rations and BAQ.
☐ I never heard of the Federal Tax Advantage.
☐ I don't know the amount of the Federal Tax Advantage.

MONTHLY
FEDERAL
TAX
ADVANTAGE

\$			
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

87. Which of the following **special monthly pays or allowances** do you currently receive? Mark ALL that apply.

- ☐ I don't receive ANY special monthly pays.

- ☐ Jump Pay
☐ Sea Pay
☐ Submarine Pay
☐ Flight Pay
☐ Foreign Duty Pay
☐ Overseas Cost of Living Allowance
☐ Variable Housing Allowance
☐ Overseas Housing Allowance
☐ Selective Reenlistment Bonus (SRB)
☐ Overseas Tour Extension Incentive Pay
☐ Deployment Related Allowances
☐ Other Special Pays or Allowances

88. As an alternative to **CHAMPUS (Civilian Health and Medical Program of the Uniformed Services)** for your dependents would you join a **prepaid local health maintenance organization (HMO)**? Assume you would be required to pay a total monthly fee of \$20.

- ☐ Does not apply, I have no dependents
☐ Yes
☐ No
☐ Don't know

89. Do you personally have any current health coverage from any civilian health insurance or health maintenance organization (HMO)? Mark ALL that apply.

- ☐ No
☐ Yes, through my current/former civilian employer
☐ Yes, through my spouse's current/former civilian employer
☐ Yes, purchased separately
☐ Yes, through other (specify):

--

90. In the past year, what portion of your spouse's and/or dependent's health care was received from each of the following sources? Include prescription drugs as well as visits to physicians and other health care professionals for check-ups/treatment.

- ☐ Does not apply, I have no spouse or dependents.

From military hospital medical facility/PRIVILEGE CARE
 Through CHAMPUS (include CHAMPUS REFORM INITIATIVE PROGRAM)
 Through civilian plan/HMO
 Purchased directly
 Through other (specify):

--

PERCENT					
None	1-20	21-40	41-60	61-80	81-100
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

91. In the past year, what portion of your health care was received from each of the following sources? Include prescription drugs as well as visits to physicians and other health care professionals for check-ups/treatment.

From military hospital medical facility/PRIMUS/NAVCARE
Through CHAMPUS (include CHAMPUS REFORM INITIATIVE PROGRAM)
Through civilian plan/HMO
Purchased directly
Through other (specify):

PERCENT					
None	1-20	21-40	41-60	61-80	81-100
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

92. How much did you spend on health care services and products (for you and your family) last year? Include CHAMPUS deductibles, civilian insurance premiums, drugs, etc. Do not include dental care.

- ☐ Less than \$100
- ☐ \$101 - \$200
- ☐ \$201 - \$300
- ☐ \$301 - \$500
- ☐ \$501 - \$800
- ☐ \$801 - \$1,000
- ☐ More than \$1,000

93. Are you currently enrolled in the Delta Dental Program or some other dental benefits program? Mark ALL that apply.

- ☐ No
- ☐ Yes, the Delta Dental Program
- ☐ Yes, my spouse's civilian dental program
- ☐ Yes, other private dental insurance

94. How much did you spend for dental treatment (for you and your family) last year? (Include Delta Dental Program and civilian premiums as well as direct payments for treatment.)

- ☐ Less than \$100
- ☐ \$101 - \$200
- ☐ \$201 - \$300
- ☐ \$301 - \$500
- ☐ \$501 - \$800
- ☐ \$801 - \$1,000
- ☐ More than \$1,000

95. Comparing your job level to a comparable civilian position, do you feel your health (including dental) benefits are:

- ☐ Better than most
- ☐ About the same
- ☐ Worse than most
- ☐ Don't know

96. Do you have Life Insurance?

- ☐ No
- ☐ Yes, SGLI
- ☐ Yes, SGLI and other policy or policies
- ☐ Yes, a policy or policies other than SGLI
- ☐ Don't know

97. Do you have a current written will?

- ☐ Yes
- ☐ No
- ☐ Don't know

98. Does anyone currently hold your power-of-attorney?

- ☐ Yes, my spouse
- ☐ Yes, someone other than my spouse
- ☐ No
- ☐ Don't know

99. Do you plan to elect the Survivor Benefit Plan upon retirement? Mark One.

- ☐ Uncertain, am not aware of the plan at all
- ☐ Uncertain, am aware of the plan but want to study it
- ☐ Uncertain, do not understand the plan clearly
- ☐ No, I plan to leave the Service before retirement
- ☐ No, no survivors
- ☐ No, can get better coverage elsewhere
- ☐ No, too expensive
- ☐ Yes, will only elect minimum coverage
- ☐ Yes, will elect more than minimum coverage but less than full
- ☐ Yes, will elect full coverage

100. How valuable is the current retirement system to you?

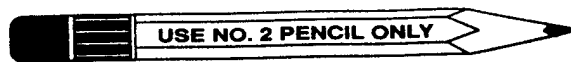
- ☐ Very valuable
- ☐ Moderately valuable
- ☐ Of some value
- ☐ Of no value

101. Comparing your job level to a comparable civilian position, do you feel the military retirement system is:

- ☐ Better than most
- ☐ About the same
- ☐ Worse than most
- ☐ Don't know

102. What is your estimate of the total annual value of your pay and allowances and benefits? (Pay, allowances, medical, exchange, commissary, retirement, etc.):

- ☐ Less than \$20,000
- ☐ \$20,001 - \$30,000
- ☐ \$30,001 - \$40,000
- ☐ \$40,001 - \$50,000
- ☐ \$50,001 - \$60,000
- ☐ \$60,001 - \$70,000
- ☐ More than \$70,000
- ☐ Don't know



103. For each program or service listed below, please mark (a) whether you have ever used it at your present permanent location and (b) how important its availability is to you.

	A) Used the Service/Program		B) Importance				
	Yes	No	Very Important	Important	Neither Important nor Unimportant	Unimportant	Very Unimportant
Bowling centers	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Golf courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marinas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts and crafts center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tours and tickets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation gear issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Main exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7-Day Store/Shoppette	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary lodging facilities (e.g., Navy lodge, transient billeting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cabins, cottages and cabanas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry/dry cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photo hobby shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto repair centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto hobby shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rentals/equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal care clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto/truck rental	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commissary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

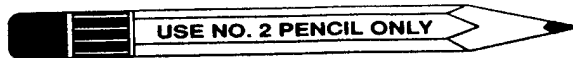
104. Did you vote in the last local election? In the last Presidential election?

- Last local election**
- ☐ Yes, in person at the polls
 - ☐ Yes, by absentee ballot
 - ☐ No

- Last Presidential election**
- ☐ Yes, in person at the polls
 - ☐ Yes, by absentee ballot
 - ☐ No

105. For each family program or service listed below, please mark (a) whether you have ever used it at your present permanent duty location and (b) your level of satisfaction if you have used it.

	A) Used the Service/Program		B) Satisfaction				
	Yes	No	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Family Support Center/Community Development	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Army Community Service	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Individual counseling/therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marriage and family counseling/therapy/enrichment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to individuals or families concerning military separation/deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chaplain services/religious opportunities	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Parent education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth/adolescent programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single-parent programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-marital programs	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Services for families with special needs (e.g. handicapped, gifted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis referral services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spouse employment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spouse/child abuse services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol treatment/drug abuse programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rape counseling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation assistance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and referral services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stress management programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suicide prevention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transition assistance/pre-retirement/separation from military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Office services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



VII CIVILIAN LABOR FORCE EXPERIENCE

A. YOUR OWN EXPERIENCE

106. In the last month, how many hours did you perform volunteer work for an on- or off-base activity? Mark one in each column.

No. of Hours	On-base	Off-base
Did not perform volunteer work	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Less than 5 hours	<input type="radio"/>	<input type="radio"/>
5 to 10 hours	<input type="radio"/>	<input type="radio"/>
More than 10 hours	<input type="radio"/>	<input type="radio"/>

107. What would increase your interest/ability to volunteer?

Mark ALL that apply.

- ☐ Parking privileges
- ☐ Volunteering with a friend
- ☐ More volunteer assignments of interest
- ☐ Reimbursement of expenses
- ☐ Child care
- ☐ More recognition for volunteer assignments
- ☐ Opportunity for useful training for the future
- ☐ Better leadership of volunteers
- ☐ Better organization of volunteers
- ☐ Other (specify):

☐ Nothing would increase interest/ability

108. During 1991, how many hours a week did you spend on the average working at a civilian job or at your own business during your off-duty hours?

☐ None (GO TO Q111).

AVERAGE
NUMBER
HOURS
PER WEEK

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

109. Altogether in 1991, what was the total amount that you earned before taxes and other deductions, for working during your off-duty hours?

1991
OFF-DUTY
EARNINGS

Amount				
\$				
0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

☐ \$100,000 or more

110. How much did each of the following contribute to your having a second job or your own business?

Mark each item as:

Needed additional income to meet basic expenses

Nice to have extra income to use now

Saving extra income for future needs

Independence

Self-esteem

Enjoyment of work itself

To gain experience for a non-military second career

Other (specify):

No
Contribution

Minor
Contribution

Moderate
Contribution

Major
Contribution

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111. In the past 12 months, have you received any job offers for a civilian job which you could take if you leave the Service?

- ☐ Yes
☐ No

112. Have you actively looked for civilian employment within the past 12 months?

- ☐ Yes
☐ No

113. Do you expect to be involuntarily separated within the next 12 months during force reductions?

- ☐ Yes
☐ No
☐ Don't know

114. If you were to leave the Service NOW and tried to find a civilian job, how likely would you be to find a good civilian job? Mark One.

- ☐ (0 to 10) No chance
☐ (1 in 10) Very slight possibility
☐ (2 in 10) Slight possibility
☐ (3 in 10) Some possibility
☐ (4 in 10) Fair possibility
☐ (5 in 10) Fairly good possibility
☐ (6 in 10) Good possibility
☐ (7 in 10) Probable
☐ (8 in 10) Very probable
☐ (9 in 10) Almost sure
☐ (10 in 10) Certain

☐ Don't know

115. How concerned are you about the following as a result of the current talk about force reductions in the military strength?

	Very Greatly Concerned	Greatly Concerned	Moderately Concerned	Somewhat Concerned	Not At All Concerned
Your long-term opportunities in the military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The kind of work you plan to go into if you leave the military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether you will be able to get a civilian job quickly if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial burden on you and/or your family should you have to leave the military unexpectedly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to adjust to civilian life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. YOUR SPOUSE'S EXPERIENCE. IF NOT MARRIED, GO TO Q118

116. Is your SPOUSE currently: Mark ALL that apply.

- ☐ Full-time in the Armed Forces
☐ In Reserve or National Guard
☐ Working full-time in Federal civilian job
☐ Working full-time in other civilian job
☐ Working part-time in Federal civilian job
☐ Working part-time in other civilian job
☐ Self-employed in his or her own business
☐ With a job, but not at work because of TEMPORARY illness, vacation, strike, etc.
☐ Unpaid worker (volunteer or in family business)
☐ Unemployed, laid off, or looking for work
☐ Not looking for work but would like to work
☐ In school
☐ Retired
☐ A homemaker
☐ Other

117. To what extent does your spouse's job interfere with your military job?

- ☐ Does not apply, spouse not employed

☐ Completely
☐ A great deal
☐ Somewhat
☐ Very little
☐ Not at all

118. During 1991, did you or your spouse receive any income from the following sources? Mark 'YES' or 'NO' for each item.

RECEIVE INCOME SOURCE

Yes No

<input type="radio"/>	<input type="radio"/>	Supplemental Security Income
<input type="radio"/>	<input type="radio"/>	WIC (food program for women, infants, and children)

119. During 1991, how much did you and/or your spouse receive from the income sources listed in Q118? Do not include earnings from wages or salaries in this question. Give your best estimate.

☐ No income from sources in Q118.

Amount

\$				
0	1	2	3	4
5	6	7	8	9

☐ \$100,000 or more

120. During 1991, did you or your spouse receive any income from the following sources? Mark 'YES' or 'NO' for each item.

RECEIVE INCOME SOURCE

Yes No

<input type="radio"/>	<input type="radio"/>	Interest on Bonds
<input type="radio"/>	<input type="radio"/>	Stocks, Bonds or Other Investments
<input type="radio"/>	<input type="radio"/>	Unemployment Compensation
<input type="radio"/>	<input type="radio"/>	Pensions from Federal, State or Local Government
<input type="radio"/>	<input type="radio"/>	Pensions from Private Employers
<input type="radio"/>	<input type="radio"/>	Social Security or Railroad Retirement

121. During 1991, how much did you or your spouse receive from the income sources listed in Q120? Do not include earnings from wages or salaries in this question. Give your best estimate.

☐ No income from sources in Q120.

Amount

\$				
0	1	2	3	4
5	6	7	8	9

☐ \$100,000 or more

122. As of today, what is your estimate of your mortgage debt? (Include all properties and any second mortgages or home equity loans).

☐ Does not apply, I do not own any property.

Amount

\$				
0	1	2	3	4
5	6	7	8	9

☐ \$1,000,000 or more

123. As of today, what is your estimate of the value of your current properties?

☐ Does not apply, I do not own any property.

Amount

\$				
0	1	2	3	4
5	6	7	8	9

☐ \$1,000,000 or more

124. As of today, what is your estimate of the total amount of any other outstanding debts? Exclude any mortgages shown in Q122.

Amount

\$

AMOUNT

0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

☐ \$100,000 or more

125. As of today, what is your estimate of the total amount of your assets? Exclude your current property counted in Q123.

Amount

\$

AMOUNT

0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

☐ \$100,000 or more

126. Overall how do you feel about your/your family income; that is all the money that comes to you and other members of your family living with you?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

IX MILITARY LIFE

127. How would you describe the morale of military personnel at your current location? If you are currently assigned to a ship, indicate the morale of personnel on board ship. Mark One.

MORALE IS VERY LOW

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

MORALE IS VERY HIGH

128. In the event of combat, how would you describe your confidence in your unit members? Mark One.

☐ Does not apply, not in combat or combat support unit (GO TO Q130)

VERY LOW

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

VERY HIGH

129. How would you describe your unit's readiness for combat? Mark One.

VERY LOW

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦

VERY HIGH

130. How much do you agree or disagree with each of the following statements about military life?

Mark each item as:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Does Not Apply
Life in the military is about what I expected it to be	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family could be better off if I took a civilian job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Members of my family were well prepared by my Service for the requirements and demands of my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Military personnel in the future will not have as good retirement benefits as I have now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My military pay and benefits will not keep up with inflation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills attained in my job are helpful in securing a good civilian job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current job assignment is important work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current job assignment is challenging work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My promotion opportunity is better than it would have been without this assignment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive good support from my chain-of-command	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive good support from my supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

131. On the average, what is the total number of hours per week you work at your military job?

- ☐ 40 hours or less
- ☐ 41 - 50 hours
- ☐ 51 - 60 hours
- ☐ 61 - 80 hours
- ☐ More than 80 hours

132. What percent of your work hours are spent on duty-related tasks?

- ☐ Less than 20 percent
- ☐ 21 - 40 percent
- ☐ 41 - 60 percent
- ☐ 61 - 80 percent
- ☐ 81 - 100 percent

133. During the past year have the demands of your military job prevented you from taking annual leave?

- ☐ Yes
- ☐ No

134. In general, how satisfied are you with your current job?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

135. In the last year, how much stress has each of these factors caused you?

	A Great Deal	Fair Amount	Some	Little	None
Separation from family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PCS move	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

136. What are the primary sources of any uncertainty you have right now about what you could expect from a military career? Mark ALL that apply.

- ☐ My lack of experience in the military
- ☐ My career goals are unclear
- ☐ Unclear promotion and assignment criteria
- ☐ Changes in military manpower needs
- ☐ Possible Congressional actions (budget, RIFS, etc.)
- ☐ Uncertainty about senior leadership
- ☐ Personal safety
- ☐ Other
- ☐ Not applicable, I do not have any uncertainty



137. Below is a list of issues associated with the military way of life. Considering current policies, please indicate your level of satisfaction/dissatisfaction with each issue.

For each item, mark if you are:	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Personal freedom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acquaintances/friendships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment stability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay and allowances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment for families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of moves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to serve one's country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with current job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training/in-service education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working/environmental conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

138. Now, taking all things together, how satisfied are you with the military way of life?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Somewhat satisfied
- ☐ Satisfied
- ☐ Very satisfied

139. We're interested in any comments or recommendations you would like to make, whether or not the topic was covered in this survey. Do you have any comments?

- ☐ Yes - Use the comment sheet on the next page
- ☐ No

**THANK YOU VERY MUCH FOR
ANSWERING THIS SURVEY.
PLEASE SEAL THE SURVEY IN
THE ENVELOPE PROVIDED.**

COMMENT SHEET FOR ENLISTED PERSONNEL

Please provide us with any comments you may have regarding military policies or military life in general in the space below. Before commenting, please fill in one bubble in each section.



Service:

- ☐ Army ☐ Air Force
☐ Navy ☐ Marines

Thank you for completing this survey!
Please seal the survey in the envelope provided.





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1992 Department of Defense Survey of Enlisted Personnel

The Department of Defense is conducting a survey of military personnel from the Army, Navy, Marine Corps and Air Force. You have been selected to participate in this important survey. Please read the instructions before you begin the survey.

PRIVACY NOTICE

AUTHORITY: 10 U.S.C. 136

PRINCIPAL PURPOSE OR PURPOSES: Information collected in this survey is used to sample attitudes and/or discern perceptions of social problems observed by service members and to support additional manpower research activities. This information will assist in the formulation of policies which may be needed to improve the working environment.

ROUTINE USES: None

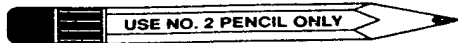
DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that the data will be complete and representative. Your survey instrument will be treated as confidential. All identifiable information will be used only by persons engaged in, and for the purposes of, the survey. Only group statistics will be reported.

OFFICE USE ONLY

- ☐ PND
- ☐ NR
- ☐ R
- ☐ NE

INSTRUCTIONS FOR COMPLETING THE SURVEY

- Please use a No. 2 pencil.

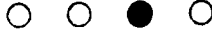


- Make heavy black marks that fill the circle for your answer.
- Please do not make stray marks of any kind.

INCORRECT MARKS



CORRECT MARK



- Sometimes you will be asked to "Mark ALL that apply." When this instruction appears you may mark more than one answer.

Example:

If you attended (or are now attending) college, what kind of school was/is it? Mark ALL that apply.

- ☐ Does not apply, do/did not attend college
- ☐ Vocational, trade, business, or other career training school
- ☒ Junior or community college (two-year)
- ☒ Four-year college or university
- ☐ Graduate or professional school
- ☐ Specialized Service Career School
- ☐ Professional Military Education Institution
- ☐ Other

If your answer is "junior or community college (two-year)" and "four-year college or university," then mark two circles clearly.

- Sometimes you will be asked to "Mark One." When this instruction appears mark the answer that best applies.

Example:

What is your pay grade? Mark One.

- ☐ E1 ☐ E5 ☐ E9
- ☐ E2 ☒ E6
- ☐ E3 ☐ E7
- ☐ E4 ☐ E8

- If your answer is E6, then just mark one circle as shown above.

- If you are asked to give numbers for your answer, please record as shown below.

Example:

As of today, how many months have you been assigned to your present post, base, ship or duty station?

If your answer is 35 months . . .

Number Months

0	3	5
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Write the numbers in the boxes, making sure the last number is always placed in the right-hand box.

- Fill in the unused boxes with zeros.

- Then, mark the matching circle below each box.

- Answers to some of the questions will be on a SEVEN-POINT SCALE.

Example:

How would you describe the morale of military personnel at your current location? Mark One.

MORALE IS VERY LOW							MORALE IS VERY HIGH
①	②	③	④	⑤	⑥	⑦	

- If your answer is "MORALE IS VERY LOW," you would mark the circle for number 1.
- If your answer is "MORALE IS VERY HIGH," you would mark the circle for number 7.
- If your opinion is somewhere inbetween, you would mark the circle for number 2 or 3 or 4 or 5 or 6.

- Sometimes you will be asked to mark one answer for each item.

Example:

THE NEXT QUESTION IS ABOUT YOUR FEELINGS ABOUT THE PERMANENT LOCATION WHERE YOU LIVE. If you live on base, answer for that base. If you live off-base, answer for that community.

LOCATION CHARACTERISTICS

Mark each item as:

	Excellent	Good	Fair	Poor	Very Poor	Does Not Apply	Don't Know
Climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance to population centers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family's ability to handle cost of living	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I MILITARY INFORMATION

1. In what Service are you? Mark One.

- ☐ Army
☐ Navy
☐ Marine Corps
☐ Air Force

2. Are you currently assigned to a ship as your permanent duty station? Mark One.

- ☐ Yes
☐ No

3. What is your pay grade? Mark One.

- ☐ E1
☐ E2
☐ E3
☐ E4
☐ E5
☐ E6
☐ E7
☐ E8
☐ E9

4. In which enlistment period are you serving? If you received an EXTENSION to your current enlistment period, do not count this as a new enlistment period. Mark One.

- ☐ 1st
☐ 2nd
☐ 3rd
☐ 4th
☐ 5th or more

5. How soon will you complete your current enlistment INCLUDING ANY EXTENSIONS YOU HAVE NOW? Mark One.

- ☐ Less than 3 months
☐ 3 months but less than 6 months
☐ 6 months but less than 9 months
☐ 9 months but less than 12 months
☐ 1 year but less than 2 years
☐ 2 years but less than 3 years
☐ At least 3 years or more

6. Were you deployed for Operation Desert Shield/Desert Storm? Mark One.

- ☐ No
☐ Yes, for less than 3 months
☐ Yes, for 3 months or more but less than 6 months
☐ Yes, for 6 months or more but less than 9 months
☐ Yes, for 9 months or more

II PRESENT AND PAST LOCATIONS

7. As of today, how many months have you been assigned to your present permanent post, base, ship or duty station? Please include any extensions you may have had.

- ☐ Less than one month

• Record the number of months in the boxes.

(For example, if your answer is 35 months, enter 035.)

• Mark the matching circle below each box.

Number Months

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

8. How much longer do you expect to be at your present permanent post, base, ship or duty station?

- ☐ Does not apply, I do not have a specified tour length.
☐ Less than one month
☐ Not sure

• Record the number of months in the boxes.

• Mark the matching circle below each box.

Number Months

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

9. If you had the option of extending your tour at your present permanent post, base, ship or duty station, how much longer would you stay there? Mark One.

- ☐ Does not apply, I do not have a specified tour length.
☐ I would not extend my current tour
☐ Stay 3 months beyond my tour
☐ Stay 6 months beyond my tour
☐ Stay 12 months beyond my tour
☐ Stay 18 months beyond my tour
☐ Stay 24 or more months beyond my tour

☐ No time at an overseas location

Number Months

0	2	0
1	4	1
2	8	2
	3	3
	4	4
	5	5
	6	6
	7	7
	8	8
	9	9

☐ No time on sea duty

Number Months

0	1	0
1	2	1
2	3	2
	4	3
	5	4
	6	5
	7	6
	8	7
	9	8

☐ Navy lodge

15. THE NEXT QUESTION IS ABOUT YOUR FEELINGS ABOUT THE PERMANENT LOCATION WHERE YOU LIVE. If you live on base, answer for that base. If you live off-base, answer for that community.

Please mark each item below as:

LOCATION CHARACTERISTICS

	Excellent	Good	Fair	Poor	Very Poor	Does Not Apply	Don't Know
Climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance to population centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family's ability to handle cost of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of military housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of civilian housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of civilian housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordability of civilian housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitudes of local residents toward military members and families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Federal employment for spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of other civilian employment for self, spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of schools for dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of medical care for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of medical care for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of medical care for spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of medical care for spouse or dependents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of a good house of worship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. HOW MUCH OF A PROBLEM IS EACH OF THE FOLLOWING AT THE LOCATION WHERE YOU PERMANENTLY LIVE? If you live on-base, answer for the base. If you live off-base, answer for that community. If you live onboard ship, answer for your ship. If you live in an on-station operational location, answer for that location.

For each item below, mark if it is:

	Serious Problem	Somewhat of a Problem	Slight Problem	Not a Problem	Don't Know
Drug use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Racial tension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spouse abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Juvenile delinquency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gang activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pornography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. In all the time you've been on active duty, how many times did your spouse/dependents move to a new location because of your permanent change of station (PCS)?

☐ Does not apply, I don't have any spouse/dependents

- | | |
|-------------------------|----------------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 6 |
| <input type="radio"/> 1 | <input type="radio"/> 7 |
| <input type="radio"/> 2 | <input type="radio"/> 8 |
| <input type="radio"/> 3 | <input type="radio"/> 9 |
| <input type="radio"/> 4 | <input type="radio"/> 10 or more |
| <input type="radio"/> 5 | |

18. In all the time you have been on active duty, how many times did you move to a new location because of your permanent change of station (PCS)? Do not count permanent change of assignment (PCA).

- | | |
|-------------------------|----------------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 6 |
| <input type="radio"/> 1 | <input type="radio"/> 7 |
| <input type="radio"/> 2 | <input type="radio"/> 8 |
| <input type="radio"/> 3 | <input type="radio"/> 9 |
| <input type="radio"/> 4 | <input type="radio"/> 10 or more |
| <input type="radio"/> 5 | |

19. If your spouse is in the military, are you presently assigned to the same permanent base or geographic location as your spouse?
- ☐ Does not apply, I do not have a spouse (GO TO Q21)
- ☐ Does not apply, my spouse is not in the military (GO TO Q21)
- ☐ Yes
- ☐ No, but I expect my spouse will be assigned to this location soon
- ☐ No, but I expect to be assigned to my spouse's location soon
- ☐ No, we were unable to get assigned to the same location
- ☐ No, for other reasons

20. If future assignments require long separations from your spouse, what will you do?
- ☐ Does not apply, I already plan to leave the Service
- ☐ Does not apply, my spouse already plans to leave the Service
- ☐ I will accept them
- ☐ I will leave the Service
- ☐ My spouse will leave the Service

21. Listed below are some reasons why military members sometimes find it difficult to *respond very quickly* to a recall/alert or to a change in work schedule. Have you experienced any of these within the past 12 months? Mark ALL that apply.
- ☐ Does not apply, I have not had recall/alert or change in work schedule
- ☐ Does not apply, have not had problems
- ☐ Dependent care considerations
- ☐ Personal health problems other than pregnancy
- ☐ Pregnancy
- ☐ Family health problem
- ☐ Second job
- ☐ Transportation arrangements
- ☐ Difficult to reach by telephone during off-duty hours
- ☐ Distance to duty station
- ☐ Attending school during off-duty hours
- ☐ Other reason

22. If you were deployed for Operation Desert Shield/Desert Storm, what kinds of problems did you have responding?
- ☐ Does not apply, I was not deployed
- ☐ Dependent care considerations
- ☐ Personal health problems other than pregnancy
- ☐ Pregnancy
- ☐ Family health problem
- ☐ Second job
- ☐ Attending school during off-duty hours
- ☐ Other problem
- ☐ Does not apply, I had no problems

III REENLISTMENT/CAREER INTENT

23. When you finally leave the military, how many total years of service do you expect to have?

No. of Years

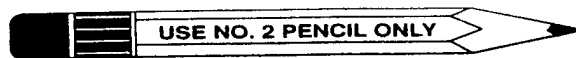
0	8
1	1
2	2
3	3
4	4
	6
	8
	7
	8
	9

24. When you finally leave the military, what pay grade do you think you will have? Mark One.

Enlisted Grades		Warrant Grades	Officer Grades	
<input type="radio"/> E1	<input type="radio"/> E6	<input type="radio"/> W1	<input type="radio"/> O1	<input type="radio"/> O5
<input type="radio"/> E2	<input type="radio"/> E7	<input type="radio"/> W2	<input type="radio"/> O2	<input type="radio"/> O6
<input type="radio"/> E3	<input type="radio"/> E8	<input type="radio"/> W3	<input type="radio"/> O3	<input type="radio"/> O7 or above
<input type="radio"/> E4	<input type="radio"/> E9	<input type="radio"/> W4	<input type="radio"/> O4	
<input type="radio"/> E5		<input type="radio"/> W5		

25. When you finally leave the military, do you plan to join a National Guard or Reserve unit? Mark One.
- ☐ Does not apply, I am already a member
- ☐ Definitely yes
- ☐ Probably yes
- ☐ Don't know/Not sure
- ☐ Probably no
- ☐ Definitely no
- ☐ Does not apply, I am not eligible to join

26. If you had the freedom to select another career field or leave the Service next month, which of the following would you choose? Mark One.
- ☐ Select a totally new military specialty/occupation
- ☐ Leave the Service
- ☐ Remain in Service in current career field
- ☐ Return to a previous military specialty/occupation



27. How likely are you to reenlist at the end of your current term of service? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I plan to retire
- ☐ Does not apply, I plan to leave the Service

- ☐ (0 in 10) No chance
- ☐ (1 in 10) Very slight possibility
- ☐ (2 in 10) Slight possibility
- ☐ (3 in 10) Some possibility
- ☐ (4 in 10) Fair possibility
- ☐ (5 in 10) Fairly good possibility
- ☐ (6 in 10) Good possibility
- ☐ (7 in 10) Probable
- ☐ (8 in 10) Very probable
- ☐ (9 in 10) Almost sure
- ☐ (10 in 10) Certain

☐ Don't know

28. How much influence does your spouse have on your decision about reenlisting at the end of your current term of service?

- ☐ Does not apply, I am not married (GO TO Q30)
- ☐ A good deal of influence
- ☐ A little influence
- ☐ No influence

29. Has your spouse's support for your decision about reenlisting changed in the past year?

- ☐ Yes, increased
- ☐ Yes, decreased
- ☐ No, has not changed

30. If you were guaranteed a choice of location for your next tour, how likely would you be to reenlist at the end of your current term? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I plan to retire
- ☐ Does not apply, I plan to leave the Service

- ☐ (0 in 10) No chance
- ☐ (1 in 10) Very slight possibility
- ☐ (2 in 10) Slight possibility
- ☐ (3 in 10) Some possibility
- ☐ (4 in 10) Fair possibility
- ☐ (5 in 10) Fairly good possibility
- ☐ (6 in 10) Good possibility
- ☐ (7 in 10) Probable
- ☐ (8 in 10) Very probable
- ☐ (9 in 10) Almost sure
- ☐ (10 in 10) Certain

☐ Don't know

31. If you were guaranteed a promotion to the next higher pay grade, how likely would you be to reenlist at the end of your current term? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I plan to retire
- ☐ Does not apply, I plan to leave the Service
- ☐ Does not apply, I do not expect any more promotions

- ☐ (0 in 10) No chance
- ☐ (1 in 10) Very slight possibility
- ☐ (2 in 10) Slight possibility
- ☐ (3 in 10) Some possibility
- ☐ (4 in 10) Fair possibility
- ☐ (5 in 10) Fairly good possibility
- ☐ (6 in 10) Good possibility
- ☐ (7 in 10) Probable
- ☐ (8 in 10) Very probable
- ☐ (9 in 10) Almost sure
- ☐ (10 in 10) Certain

☐ Don't know

32. If you were guaranteed retraining in a skill with better career opportunities than your current one, how likely would you be to reenlist at the end of your current term? Assume that all special pays which you currently receive are still available. Mark One.

- ☐ Does not apply, I do not wish to retrain into another skill
- ☐ Does not apply, I plan to retire
- ☐ Does not apply, I plan to leave the Service

- ☐ (0 in 10) No chance
- ☐ (1 in 10) Very slight possibility
- ☐ (2 in 10) Slight possibility
- ☐ (3 in 10) Some possibility
- ☐ (4 in 10) Fair possibility
- ☐ (5 in 10) Fairly good possibility
- ☐ (6 in 10) Good possibility
- ☐ (7 in 10) Probable
- ☐ (8 in 10) Very probable
- ☐ (9 in 10) Almost sure
- ☐ (10 in 10) Certain

☐ Don't know

IV. INDIVIDUAL AND FAMILY CHARACTERISTICS

33. Are you male or female?

- ☐ Male
☐ Female

34. How old were you on your last birthday?

Age Last Birthday

0	0
1	1
2	2
3	3
4	4
5	5
6	6
	7
	8
	9

35. Where were you born?

- ☐ In the United States
☐ Outside the United States to military parents
☐ Outside the United States to non-military parents

36. Are you:

- ☐ American Indian/Alaskan Native
☐ Black/Negro/African-American
☐ Oriental/Asian/Chinese/Japanese/Korean/Filipino/Pacific Islander
☐ White/Caucasian
☐ Other (specify):

37. Are you of Spanish/Hispanic origin or descent?

- ☐ No (not Spanish/Hispanic)
☐ Yes, Mexican/Mexican-American/Chicano
☐ Yes, Puerto Rican
☐ Yes, Cuban
☐ Yes, Central or South American
☐ Yes, other Spanish/Hispanic

38. Are you currently pregnant?

- ☐ Does not apply
☐ Yes
☐ No

39. When you FIRST ENTERED ACTIVE SERVICE, what was the highest school grade or academic degree that you had? DO NOT INCLUDE DEGREES FROM TECHNICAL/TRADE OR VOCATIONAL SCHOOLS. Mark One.

- ☐ Less than 12 years of school (no diploma)
☐ GED or other high school equivalency certificate
☐ High school diploma
☐ Some college, but did not graduate
☐ 2-year college degree
☐ 4-year college degree (BA/BS)
☐ Some graduate school
☐ Master's degree (MA/MS)
☐ Doctoral degree (PhD/MD/LLB)
☐ Other degree not listed above

40. AS OF TODAY, what is the highest school grade or academic degree that you have? DO NOT INCLUDE DEGREES FROM TECHNICAL/TRADE OR VOCATIONAL SCHOOLS. Mark One.

- ☐ Less than 12 years of school (no diploma)
☐ GED or other high school equivalency certificate
☐ High school diploma
☐ Some college, but did not graduate
☐ 2-year college degree
☐ 4-year college degree (BA/BS)
☐ Some graduate school
☐ Master's degree (MA/MS)
☐ Doctoral degree (PhD/MD/LLB)
☐ Other degree not listed above

41. If you attended (or are now attending) college, what kind of school was/is it? Mark ALL that apply.

- ☐ Does not apply, I do/did not attend college
☐ Vocational/trade/business, or other career training school
☐ Junior or community college (2-year)
☐ Four-year college or university
☐ Graduate/professional school
☐ Specialized Service Career School or Professional Military Education Institution
☐ Other

42. During 1991, did you attend a civilian school?

- ☐ No, was not interested in attending
☐ No, could not get tuition assistance for the program I wanted
☐ No, due to conflict with work schedule
☐ No, for personal reasons
☐ Yes, attended at own expense
☐ Yes, attended at Service expense
☐ Yes, attended partially at Service expense, partially at own expense

43. Which of the following Educational Assistance Programs are you eligible to receive benefits under? Mark ALL that apply.

- ☐ The Montgomery GI Bill (MGIB)
☐ The Veterans Educational Assistance Program (VEAP)
☐ Vietnam Era GI Bill (converted to MGIB)
☐ Educational Assistance Test Program (EATP)
☐ I am not eligible under any of these programs
☐ I don't know if I am eligible under any of these programs

44. What is the highest grade or year of regular school or college that your MOTHER (or FEMALE GUARDIAN) and FATHER (or MALE GUARDIAN) have completed and gotten credit for? Mark your best estimate.

ELEMENTARY GRADES **MOTHER** **FATHER**

- 2nd ☐ ☐
 3rd ☐ ☐
 4th ☐ ☐
 5th ☐ ☐
 6th ☐ ☐
 7th ☐ ☐
 8th ☐ ☐

HIGH SCHOOL GRADES

- 9th ☐ ☐
 10th ☐ ☐
 11th ☐ ☐
 12th (include GED) ☐ ☐

COLLEGE (YRS OF CREDIT)

- 1 ☐ ☐
 2 ☐ ☐
 3 ☐ ☐
 4 ☐ ☐
 5 ☐ ☐
 6 ☐ ☐
 7 ☐ ☐
 8 or more ☐ ☐
 Don't know/unsure ☐ ☐

45. What is your current marital status? Mark only one answer.

- ☐ Married for the first time ☐ Widowed (GO TO Q52)
☐ Remarried ☐ Divorced (GO TO Q52)
☐ Separated ☐ Never Married (GO TO Q59)

46. Is your spouse currently serving on active duty in the Armed Forces or in the Reserve/Guard?

- ☐ No
☐ Yes, in a Reserve/Guard Component
 Yes, on active duty in the:
☐ Army ☐ Marine Corps
☐ Navy ☐ Air Force

47. Is your spouse currently living with you at your present permanent post, base or duty station?

- ☐ Yes
☐ No

48. Is your spouse currently living on or near a military base?

- ☐ Yes
☐ No

49. When were you and your current spouse married?

Year
19
0
1
2
3
4
5
6
7
8
9

50. How well do you and your current spouse agree upon his/her career plans?

- ☐ Very well ☐ Fairly well
☐ Well ☐ Not well at all

51. How well do you and your current spouse agree on your career plans?

- ☐ Very well ☐ Fairly well
☐ Well ☐ Not well at all

52. How many times have you been married? (Include your present marriage).

- ☐ One ☐ Four
☐ Two ☐ Five or more
☐ Three

53. Did any of these marriages end in divorce?

- ☐ Yes
☐ No (GO TO Q59)

54. Did any of these divorces occur while on active duty?

- ☐ Yes
☐ No (GO TO Q59)

55. How many times have you been divorced while on active duty?

- ☐ One ☐ Four
☐ Two ☐ Five or more
☐ Three

56. Did the court consider your retirement pay to be part of any divorce settlement? Mark ALL that apply.

- ☐ Yes, child support payments
☐ Yes, alimony payments
☐ Yes, community property payments
☐ No, my spouse received other property to offset interest in retirement
☐ No, it's all payable to me

57. To what extent has any divorce settlement influenced your decision to stay in the military until retirement?

- ☐ Very great extent
☐ Great extent
☐ Moderate extent
☐ Slight extent
☐ Not at all

58. To what extent do you feel that your serving in the military contributed to any divorce?

- ☐ Very great extent
☐ Great extent
☐ Moderate extent
☐ Slight extent
☐ Not at all

V DEPENDENTS

59. How many dependents do you have in each age group?

Do not include yourself or your spouse. For the purpose of this question, a dependent is anyone related to you by blood, marriage, or adoption, and who depends on you for over half their support.

- ☐ Does not apply, I have no dependents (GO TO Q77)

Number of Dependents

Age of dependent	None	1	2	3	4	5 or more
Under 1 year	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 year to under 2 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6-13 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14-22 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 years or over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

60. How many dependents in Question 59 do you have in each of the following age groups who **currently live with you** at your permanent post, base or duty station? Do not include yourself or your spouse.

Number of Dependents

Age of dependent	None	1	2	3	4	5 or more
Under 1 year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 year to under 2 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6-13 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14-22 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 years or over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

61. If you have dependent children in Question 59 who do **not** currently live with you at your permanent post, base or duty station, with whom do these dependents live? Mark ALL that apply.

- ☐ Does not apply (GO TO Q63)

- ☐ Spouse ☐ Other relative
☐ Ex-spouse ☐ Friend
☐ Grandmother ☐ School
☐ Grandfather ☐ Other (specify):

62. Do you give child support to the person(s) your children live with?

- ☐ Yes
☐ No

63. How many of your dependent children have you adopted?

- ☐ None ☐ Three
☐ One ☐ Four or more
☐ Two

64. If you are a single-parent or a military member married to a military member, do you have a military family care plan?

- ☐ Does not apply ☐ No
☐ Yes

65. Are arrangements for your dependent children realistically workable for each of the following situations? Mark one category for each item.

- ☐ Not applicable, my children do not live with me.

	Yes	Probably	No
Short-term emergency situation such as a mobility exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term situation such as a unit deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evacuation due to conflict or wartime situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66. Who took care of your dependent children during your longest TDY/deployment in the past 12 months? Mark ALL that apply.

- ☐ Does not apply, have not been on TDY or deployed (GO TO Q68)
☐ Does not apply, my children did not live with me at the time (GO TO Q68)
☐ Child took care of his/herself
☐ Spouse or ex-spouse
☐ Immediate family member (e.g. grandparent, brother or sister)
☐ Other family member
☐ Friend or neighbor
☐ Public or private agency
☐ Other person(s) (specify):

67. How satisfied are you with the care your child(ren) received in your absence?

- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

IF YOU HAVE NO CHILDREN UNDER AGE 15 WHO USUALLY LIVE WITH YOU OR DO NOT USUALLY USE CHILD CARE SERVICES, GO TO Q73.

68. During the last month, who usually took care of your youngest or only child while you and/or your spouse worked, looked for work, or was in school? Mark the arrangement in which the child spent the most hours.

- ☐ My spouse or I did
☐ Child's brother/sister over age 15
☐ Child's brother/sister under age 15
☐ Child's grandparent
☐ Other relative of child
☐ Child cares for self
☐ Nonrelative
☐ Child was in school or day care

69. Where was your youngest or only child usually cared for under this arrangement? Mark One.

	On Base	Off Base
Child was in nursery or preschool	<input type="radio"/>	<input type="radio"/>
Child was in elementary or secondary school	<input type="radio"/>	<input type="radio"/>
Child Development Center/Day Care Center	<input type="radio"/>	<input type="radio"/>
Child's home	<input type="radio"/>	<input type="radio"/>
Licensed family day care home	<input type="radio"/>	<input type="radio"/>
Other private home (not licensed)	<input type="radio"/>	<input type="radio"/>
Other place	<input type="radio"/>	<input type="radio"/>

70. How many hours a week was your youngest or only child usually cared for under this arrangement?

Hours a Week

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

71. How much did you pay for child care during the last month for your youngest or only child?

Dollars per Month

\$			
0	0	0	
1	1	1	
2	2	2	
3	3	3	
4	4	4	
5	5	5	
6	6	6	
7	7	7	
8	8	8	
9	9	9	

72. What was the one most important reason for choosing the type of child care arrangement used?

- ☐ Prefer family
☐ Cost
☐ Convenient hours
☐ Convenient location
☐ Quality
☐ Availability
☐ Trust in caregiver
☐ Other (specify):

73. Do any of your children attend a Department of Defense school?

- ☐ No (GO TO Q75)
☐ Yes, attending an overseas school
☐ Yes, attending a CONUS Section VI school
☐ Don't know (GO TO Q75)

74. If yes, how satisfied are you with the quality of education your child(ren) receive in the DoD school?

- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

75. Are any of your dependents physically, emotionally, or intellectually handicapped requiring specialized treatment or care?

- ☐ No
☐ Yes, temporarily
☐ Yes, permanently

76. Are any of your dependents elderly (over 65 years old)?

- ☐ No
☐ Yes

77. Do you have elderly relatives for whom you have responsibility even if they are not your legal dependent(s)?

- ☐ No
☐ Yes

78. Are you currently in the process of adopting a child?

- ☐ No
☐ Yes

79. Here is a list of feelings or worries some military members have about their family (spouse, children, parents) when they are away on assignment, TDY or deployment. How often did or would you worry about each of the following when you are away?

☐ Does not apply, I do not have any family (GO TO Q82)

	Very Seldom or Never	Seldom	Sometimes	Often	Very Often or Always	Does Not Apply
Your family's ability to get car or household repairs done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your child(ren)'s health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your family's safety in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

80. How well did or would your spouse take care of the following in your absence?

☐ Does not apply, I do not have a spouse

	Very Well	Well	Neither Well nor Poorly	Poorly	Very Poorly	Does Not Apply	Don't Know
Family member's health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evacuation of family members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

81. In the past year, how many months were you completely separated from your spouse or dependents because of your military assignment? Include TDYs, remotes, deployments, schools, etc.

☐ Does not apply, I do not have a spouse or dependents

- | | |
|---|---------------------------------|
| <input type="radio"/> None | <input type="radio"/> 6 months |
| <input type="radio"/> Less than 1 month | <input type="radio"/> 7 months |
| <input type="radio"/> 1 month | <input type="radio"/> 8 months |
| <input type="radio"/> 2 months | <input type="radio"/> 9 months |
| <input type="radio"/> 3 months | <input type="radio"/> 10 months |
| <input type="radio"/> 4 months | <input type="radio"/> 11 months |
| <input type="radio"/> 5 months | <input type="radio"/> 12 months |

82. In your total military career, how many months were you completely separated from your spouse or dependents because of your military assignments? Include TDY, remotes, deployment, schools, etc.

☐ Does not apply, no spouse or dependents during military career

- ☐ None
☐ Less than 3 months
☐ 3-4 months
☐ 5-6 months
☐ More than 6 months but less than 1 year
☐ 1-2 years
☐ 3-4 years
☐ Over 4 years

83. Did the government pay for your spouse/dependents to accompany you to your present permanent post, base, or duty station?

- ☐ Does not apply, I have no spouse/dependents
☐ Yes
☐ No

VI MILITARY COMPENSATION, BENEFITS, AND PROGRAMS

EVERYONE SHOULD ANSWER THIS SECTION

84. Do you receive a MONTHLY Basic Allowance for Quarters (BAQ)? (BAQ is a payment for housing.)

- ☐ Does not apply, I live in base/government housing
☐ Yes, partial BAQ
☐ Yes, full BAQ
☐ No

85. Do you receive a Basic Allowance for Subsistence (BAS) or Separate Rations? (These are payments for food.)

- ☐ Yes
☐ No

86. What is the amount of the MONTHLY Federal Tax Advantage of your combined Quarters and Food Allowances (BAS or Separate Rations and BAQ)? If you are uncertain of the exact amount, please give your best estimate.

- ☐ I do not receive BAS or Separate Rations and BAQ.
☐ I never heard of the Federal Tax Advantage.
☐ I don't know the amount of the Federal Tax Advantage.

MONTHLY
FEDERAL
TAX
ADVANTAGE

\$

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

87. Which of the following special monthly pays or allowances do you currently receive? Mark ALL that apply.

- ☐ I don't receive ANY special monthly pays.

- ☐ Jump Pay
☐ Sea Pay
☐ Submarine Pay
☐ Flight Pay
☐ Foreign Duty Pay
☐ Overseas Cost of Living Allowance
☐ Variable Housing Allowance
☐ Overseas Housing Allowance
☐ Selective Reenlistment Bonus (SRB)
☐ Overseas Tour Extension Incentive Pay
☐ Deployment Related Allowances
☐ Other Special Pays or Allowances

88. As an alternative to CHAMPUS (Civilian Health and Medical Program of the Uniformed Services) for your dependents would you join a prepaid local health maintenance organization (HMO)? Assume you would be required to pay a total monthly fee of \$20.

- ☐ Does not apply, I have no dependents
☐ Yes
☐ No
☐ Don't know

89. Do you personally have any current health coverage from any civilian health insurance or health maintenance organization (HMO)? Mark ALL that apply.

- ☐ No
☐ Yes, through my current/former civilian employer
☐ Yes, through my spouse's current/former civilian employer
☐ Yes, purchased separately
☐ Yes, through other (specify):

90. In the past year, what portion of your spouse's and/or dependent's health care was received from each of the following sources? Include prescription drugs as well as visits to physicians and other health care professionals for check-ups/treatment.

- ☐ Does not apply, I have no spouse or dependents.

From military hospital medical facility/PRIMUS/NAVGARE
 Through CHAMPUS (include CHAMPUS REFORM INITIATIVE PROGRAM)
 Through civilian plan/HMO
 Purchased directly
 Through other (specify):

PERCENT					
None	1-20	21-40	41-60	61-80	81-100
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

91. In the past year, what portion of your health care was received from each of the following sources? Include prescription drugs as well as visits to physicians and other health care professionals for check-ups/treatment.

From military hospital medical facility/PRIMUS/NAVCARE
Through CHAMPUS (include CHAMPUS REFORM INITIATIVE PROGRAM)
Through civilian plan/HMO
Purchased directly
Through other (specify):

PERCENT					
None	1-20	21-40	41-60	61-80	81-100
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

92. How much did you spend on health care services and products (for you and your family) last year? Include CHAMPUS deductibles, civilian insurance premiums, drugs, etc. Do not include dental care.

- ☐ Less than \$100
- ☐ \$101 - \$200
- ☐ \$201 - \$300
- ☐ \$301 - \$500
- ☐ \$501 - \$800
- ☐ \$801 - \$1,000
- ☐ More than \$1,000

93. Are you currently enrolled in the Delta Dental Program or some other dental benefits program? Mark ALL that apply.

- ☐ No
- ☐ Yes, the Delta Dental Program
- ☐ Yes, my spouse's civilian dental program
- ☐ Yes, other private dental insurance

94. How much did you spend for dental treatment (for you and your family) last year? (Include Delta Dental Program and civilian premiums as well as direct payments for treatment.)

- ☐ Less than \$100
- ☐ \$101 - \$200
- ☐ \$201 - \$300
- ☐ \$301 - \$500
- ☐ \$501 - \$800
- ☐ \$801 - \$1,000
- ☐ More than \$1,000

95. Comparing your job level to a comparable civilian position, do you feel your health (including dental) benefits are:

- ☐ Better than most
- ☐ About the same
- ☐ Worse than most
- ☐ Don't know

96. Do you have Life Insurance?

- ☐ No
- ☐ Yes, SGLI
- ☐ Yes, SGLI and other policy or policies
- ☐ Yes, a policy or policies other than SGLI
- ☐ Don't know

97. Do you have a current written will?

- ☐ Yes
- ☐ No
- ☐ Don't know

98. Does anyone currently hold your power-of-attorney?

- ☐ Yes, my spouse
- ☐ Yes, someone other than my spouse
- ☐ No
- ☐ Don't know

99. Do you plan to elect the Survivor Benefit Plan upon retirement? Mark One.

- ☐ Uncertain, am not aware of the plan at all
- ☐ Uncertain, am aware of the plan but want to study it
- ☐ Uncertain, do not understand the plan clearly
- ☐ No, I plan to leave the Service before retirement
- ☐ No, no survivors
- ☐ No, can get better coverage elsewhere
- ☐ No, too expensive
- ☐ Yes, will only elect minimum coverage
- ☐ Yes, will elect more than minimum coverage but less than full
- ☐ Yes, will elect full coverage

100. How valuable is the current retirement system to you?

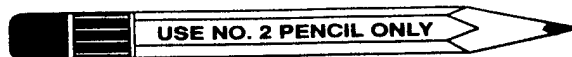
- ☐ Very valuable
- ☐ Moderately valuable
- ☐ Of some value
- ☐ Of no value

101. Comparing your job level to a comparable civilian position, do you feel the military retirement system is:

- ☐ Better than most
- ☐ About the same
- ☐ Worse than most
- ☐ Don't know

102. What is your estimate of the total annual value of your pay and allowances and benefits? (Pay, allowances, medical, exchange, commissary, retirement, etc.):

- ☐ Less than \$20,000
- ☐ \$20,001 - \$30,000
- ☐ \$30,001 - \$40,000
- ☐ \$40,001 - \$50,000
- ☐ \$50,001 - \$60,000
- ☐ \$60,001 - \$70,000
- ☐ More than \$70,000
- ☐ Don't know



103. For each program or service listed below, please mark (a) whether you have ever used it at your present permanent location and (b) how important its availability is to you.

	A) Used the Service/Program		B) Importance				
	Yes	No	Very Important	Important	Neither Important nor Unimportant	Un-Important	Very Un-Important
Bowling centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Golf courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marinas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts and crafts center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tours and tickets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation gear issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Main exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7-Day Store/Shoppette	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary lodging facilities (e.g., Navy lodge, transient billeting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cabins, cottages and cabanas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry/dry cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photo hobby shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto repair centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto hobby shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rentals/equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal care clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto/truck rental	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commissary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

104. Did you vote in the last local election? In the last Presidential election?

Last local election

- ☐ Yes, in person at the polls
- ☐ Yes, by absentee ballot
- ☐ No

Last Presidential election

- ☐ Yes, in person at the polls
- ☐ Yes, by absentee ballot
- ☐ No

105. For each family program or service listed below, please mark (a) whether you have ever used it at your present permanent duty location and (b) your level of satisfaction if you have used it.

	A) Used the Service/Program		B) Satisfaction				
	Yes	No	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Family Support Center/Health Services	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Community Community Service	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Individual counseling/therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marriage and family counseling/therapy/enrichment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to individuals or families concerning military separation/deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chaplain services/religious opportunities	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Parent education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth/adolescent programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single-parent programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-marital programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for families with special needs (e.g. handicapped, gifted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis referral services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spouse employment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spouse/child abuse services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol treatment/drug abuse programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rape counseling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation assistance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and referral services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stress management programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suicide prevention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transition assistance/pre-retirement/separation from military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Office services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



VII CIVILIAN LABOR FORCE EXPERIENCE

A. YOUR OWN EXPERIENCE

106. In the last month, how many hours did you perform volunteer work for an on- or off-base activity? Mark one in each column.

No. of Hours	On-base	Off-base
Did not perform volunteer work	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Less than 5 hours	<input type="radio"/>	<input type="radio"/>
5 to 10 hours	<input type="radio"/>	<input type="radio"/>
More than 10 hours	<input type="radio"/>	<input type="radio"/>

107. What would increase your interest/ability to volunteer?

Mark ALL that apply.

- ☐ Parking privileges
- ☐ Volunteering with a friend
- ☐ More volunteer assignments of interest
- ☐ Reimbursement of expenses
- ☐ Child care
- ☐ More recognition for volunteer assignments
- ☐ Opportunity for useful training for the future
- ☐ Better leadership of volunteers
- ☐ Better organization of volunteers
- ☐ Other (specify):

☐ Nothing would increase interest/ability

108. During 1991, how many hours a week did you spend on the average working at a civilian job or at your own business during your off-duty hours?

☐ None (GO TO Q111).

AVERAGE
NUMBER
HOURS
PER WEEK

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

109. Altogether in 1991, what was the total amount that you earned before taxes and other deductions, for working during your off-duty hours?

1991
OFF-DUTY
EARNINGS

Amount				
\$				
0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

☐ \$100,000 or more

110. How much did each of the following contribute to your having a second job or your own business?

Mark each item as:

Needed additional income to meet basic expenses

Nice to have extra income to use now

Saving extra income for future needs

Independence

Self-esteem

Enjoyment of work itself

To gain experience for a non-military second career

Other (specify):

No
Contribution

Minor
Contribution

Moderate
Contribution

Major
Contribution

<input type="radio"/>
<input type="radio"/>
<input type="radio"/>
<input type="radio"/>
<input type="radio"/>
<input type="radio"/>
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<input type="radio"/>
<input type="radio"/>
<input type="radio"/>
<input type="radio"/>

111. In the past 12 months, have you received any job offers for a civilian job which you could take if you leave the Service?

- ☐ Yes
☐ No

112. Have you actively looked for civilian employment within the past 12 months?

- ☐ Yes
☐ No

113. Do you expect to be involuntarily separated within the next 12 months during force reductions?

- ☐ Yes
☐ No
☐ Don't know

114. If you were to leave the Service NOW and tried to find a civilian job, how likely would you be to find a good civilian job? Mark One.

- ☐ (0 to 10) No chance
☐ (1 in 10) Very slight possibility
☐ (2 in 10) Slight possibility
☐ (3 in 10) Some possibility
☐ (4 in 10) Fair possibility
☐ (5 in 10) Fairly good possibility
☐ (6 in 10) Good possibility
☐ (7 in 10) Probable
☐ (8 in 10) Very probable
☐ (9 in 10) Almost sure
☐ (10 in 10) Certain

☐ Don't know

115. How concerned are you about the following as a result of the current talk about force reductions in the military strength?

	Very Greatly Concerned	Greatly Concerned	Moderately Concerned	Somewhat Concerned	Not At All Concerned
Your long-term opportunities in the military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The kind of work you plan to go into if you leave the military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether you will be able to get a civilian job quickly if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial burden on you and/or your family should you have to leave the military unexpectedly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to adjust to civilian life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. YOUR SPOUSE'S EXPERIENCE. IF NOT MARRIED, GO TO Q118

116. Is your SPOUSE currently: Mark ALL that apply.

- ☐ Full-time in the Armed Forces
☐ In Reserve or National Guard
☐ Working full-time in Federal civilian job
☐ Working full-time in other civilian job
☐ Working part-time in Federal civilian job
☐ Working part-time in other civilian job
☐ Self-employed in his or her own business
☐ With a job, but not at work because of TEMPORARY illness, vacation, strike, etc.
☐ Unpaid worker (volunteer or in family business)
☐ Unemployed, laid off, or looking for work
☐ Not looking for work but would like to work
☐ In school
☐ Retired
☐ A homemaker
☐ Other

117. To what extent does your spouse's job interfere with your military job?

- ☐ Does not apply, spouse not employed

☐ Completely
☐ A great deal
☐ Somewhat
☐ Very little
☐ Not at all

118. During 1991, did you or your spouse receive any income from the following sources? Mark 'YES' or 'NO' for each item.

RECEIVE INCOME SOURCE

Yes No

[Redacted]

☐ ☐ Supplemental Security Income

[Redacted]

☐ ☐ WIC (food program for women, infants, and children)

[Redacted]

119. During 1991, how much did you and/or your spouse receive from the income sources listed in Q118? Do not include earnings from wages or salaries in this question. Give your best estimate.

☐ No income from sources in Q118.

Amount

\$				
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9

☐ \$100,000 or more

120. During 1991, did you or your spouse receive any income from the following sources? Mark 'YES' or 'NO' for each item.

RECEIVE INCOME SOURCE

Yes No

☐ ☐ [Redacted]

☐ ☐ Stocks, Bonds or Other Investments

☐ ☐ [Redacted]

☐ ☐ Pensions from Federal, State or Local Government

☐ ☐ [Redacted]

☐ ☐ Social Security or Railroad Retirement

☐ ☐ [Redacted]

121. During 1991, how much did you or your spouse receive from the income sources listed in Q120? Do not include earnings from wages or salaries in this question. Give your best estimate.

☐ No income from sources in Q120.

Amount

\$				
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9

☐ \$100,000 or more

122. As of today, what is your estimate of your mortgage debt? (Include all properties and any second mortgages or home equity loans).

☐ Does not apply, I do not own any property.

Amount

\$				
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9

☐ \$1,000,000 or more

123. As of today, what is your estimate of the value of your current properties?

☐ Does not apply, I do not own any property.

Amount

\$				
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9
0	1	2	3	4
5	6	7	8	9

☐ \$1,000,000 or more

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ 6. ☐ 7. ☐ 8. ☐ 9. ☐ 10. ☐ 11. ☐ 12. ☐ 13. ☐ 14. ☐ 15. ☐ 16. ☐ 17. ☐ 18. ☐ 19. ☐ 20. ☐ 21. ☐ 22. ☐ 23. ☐ 24. ☐ 25. ☐ 26. ☐ 27. ☐ 28. ☐ 29. ☐ 30. ☐ 31. ☐ 32. ☐ 33. ☐ 34. ☐ 35. ☐ 36. ☐ 37. ☐ 38. ☐ 39. ☐ 40. ☐ 41. ☐ 42. ☐ 43. ☐ 44. ☐ 45. ☐ 46. ☐ 47. ☐ 48. ☐ 49. ☐ 50. ☐ 51. ☐ 52. ☐ 53. ☐ 54. ☐ 55. ☐ 56. ☐ 57. ☐ 58. ☐ 59. ☐ 60. ☐ 61. ☐ 62. ☐ 63. ☐ 64. ☐ 65. ☐ 66. ☐ 67. ☐ 68. ☐ 69. ☐ 70. ☐ 71. ☐ 72. ☐ 73. ☐ 74. ☐ 75. ☐ 76. ☐ 77. ☐ 78. ☐ 79. ☐ 80. ☐ 81. ☐ 82. ☐ 83. ☐ 84. ☐ 85. ☐ 86. ☐ 87. ☐ 88. ☐ 89. ☐ 90. ☐ 91. ☐ 92. ☐ 93. ☐ 94. ☐ 95. ☐ 96. ☐ 97. ☐ 98. ☐ 99. ☐ 100. ☐

☐ \$100,000 or more☐ \$100,000 or more

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

IX MILITARY LIFE

VERY LOW 1 2 3 4 5 6 7 VERY HIGH

130. How much do you agree or disagree with each of the following statements about military life?

Mark each item as:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Does Not Apply
Life in the military is about what I expected it to be	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family could be better off if I took a civilian job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Members of my family were well prepared by my Service for the requirements and demands of my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Military personnel in the future will not have as good retirement benefits as I have now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My military pay and benefits will not keep up with inflation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills attained in my job are helpful in securing a good civilian job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current job assignment is important work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current job assignment is challenging work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My promotion opportunity is better than it would have been without this assignment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive good support from my chain-of-command	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive good support from my supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

131. On the average, what is the total number of hours per week you work at your military job?

- ☐ 40 hours or less
☐ 41 - 50 hours
☐ 51 - 60 hours
☐ 61 - 80 hours
☐ More than 80 hours

132. What percent of your work hours are spent on duty-related tasks?

- ☐ Less than 20 percent
☐ 21 - 40 percent
☐ 41 - 60 percent
☐ 61 - 80 percent
☐ 81 - 100 percent

133. During the past year have the demands of your military job prevented you from taking annual leave?

- ☐ Yes
☐ No

134. In general, how satisfied are you with your current job?

- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

135. In the last year, how much stress has each of these factors caused you?

	A Great Deal	Fair Amount	Some	Little	None
Separation from family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PCS move	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

136. What are the primary sources of any uncertainty you have right now about what you could expect from a military career? Mark ALL that apply.

- ☐ My lack of experience in the military
☐ My career goals are unclear
☐ Unclear promotion and assignment criteria
☐ Changes in military manpower needs
☐ Possible Congressional actions (budget, RIFS, etc.)
☐ Uncertainty about senior leadership
☐ Personal safety
☐ Other
☐ Not applicable, I do not have any uncertainty



137. Below is a list of issues associated with the military way of life. Considering current policies, please indicate your level of satisfaction/dissatisfaction with each issue.

For each item, mark if you are:	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Personal life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acquaintances/friendships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment stability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment for families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of moves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to serve one's country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with current job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training/in-service education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working/environmental conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

138. Now, taking all things together, how satisfied are you with the military way of life?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Somewhat satisfied
- ☐ Satisfied
- ☐ Very satisfied

139. We're interested in any comments or recommendations you would like to make, whether or not the topic was covered in this survey. Do you have any comments?

- ☐ Yes - Use the comment sheet on the next page
- ☐ No

**THANK YOU VERY MUCH FOR
ANSWERING THIS SURVEY.
PLEASE SEAL THE SURVEY IN
THE ENVELOPE PROVIDED.**



COMMENT SHEET FOR ENLISTED PERSONNEL

Please provide us with any comments you may have regarding military policies or military life in general in the space below. Before commenting, please fill in one bubble in each section.



Service:

- ☐ Army ☐ Air Force
☐ Navy ☐ Marines

Thank you for completing this survey!
Please seal the survey in the envelope provided.

